

# IST Client 3.3

# Installation Guide

This document is intended to help users:

- Install/setup the IST Client application
- Troubleshoot installation issues
- Service Key information
- Install drivers for service keys

Updated: 2019-05

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## IST Summary

### What is IST/IST Client?

IST (Integrated Security Tool) is a set of tools and processes that are used to protect Philips CSIP (Customer Service Intellectual Property) and manage CSIP access to authorized individuals. Philips CSIP includes software applications/tools, service manuals, documentation, training material etc., that Philips uses to service medical devices.

The IST Client is a part of this set of tools. The client is installed on end user's computer and provides individuals the ability to open protected documentation and access other applications and service tools. The IST Client also allows engineers to maintain "service keys" which are plugged into medical equipment during service.

Philips IST Administrators control CSIP access individuals are able to use by adding entitlements to the user's profile. The profile entitlements are then transferred to the computer running the IST Client via an encrypted IST Certificate. The IST Certificate is normally renewed automatically when an internet connection is available for 30 days and this will continue until the contracted CSIP access end date has been reached. Periodically, the IST Client software and the IST certificates need to be updated and renewed.

#### NOTE:

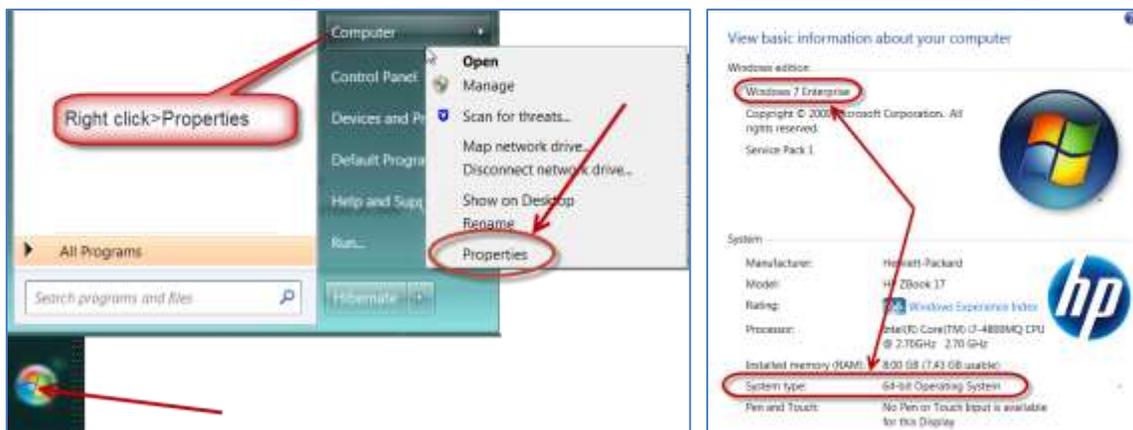
IST Client version 3.3 is now released to the field. Changes to the installation procedure are documented below. IST 3.3 contains security enhancements; therefore, this update is mandatory. Be aware that previous all previous versions of IST will no longer be supported and will cease to function after the installation grace period is over. This date will be communicated to all IST Client users via email.

## IST Client Installation Packages and Versions

### Supported OSs

IST 3.3 will be available for 64 bit Windows 7 and 10 operating systems. Philips InCenter (<https://incenter.medical.philips.com>), the document distribution platform for Philips, provides the most recent IST Client install packages for operating systems supported by IST. Check your system properties to verify you are using a 64 bit operating system using Computer Properties (see below).

Example:



Computer Properties: Windows 7, 64 bit

### IST 3.3 Changes/Updates:

1. Contains internal security fixes
2. One user/One device  
Each user is limited to installing the IST Client on one device (PC), so a user cannot install IST Client on multiple PCs using the same IST account
3. Each device is limited to one IST user account.  
Windows supports multiple user logins, however, now only one IST account is allowed on any single device
4. New user accounts must be initialized by an IST administrator before registration and device & certificate activation is allowed
5. IST 3.3 now requires two activation codes:
  - a. One device activation code to register your PC to your account (see #2) and
  - b. One certificate activation code for the IST Certificate (standard)
6. Smartcards charged with IST Client 3.3, are fully backwards compatible with all systems including ICE<sup>1</sup> 3.2 & 3.3. IST 3.2 charged smartcards will not work with any devices running IST/ICE 3.3.
7. Change Password functionality removed from IST Client, a new certificate must be requested to change passwords
8. IST 3.3 is a mandatory update, previous versions will be turned off at a future date at which older versions will stop functioning. The date will be communicated to users via email.
9. No longer supported
  - Virtual machine installations
  - 32-bit Windows Operating Systems
  - Windows XP
10. Other bug fixes and enhancements

<sup>1</sup> The ICE (IST for Customer Equipment) application is similar to IST Client, but runs on medical devices.

### IST Installation

#### **CAUTION:**

As with most software installations, an improper or incomplete un-install of an old version of software may cause issues during the install. Issues include problems decrypting IST documents, updating drivers, etc. It is strongly recommended that you un-install the old versions of IST and then REBOOT prior to installing newer versions of IST.

Also be aware that your firewall and/or proxy settings could block IST from contacting the servers. If prompts appear to allow IST services to pass through the firewall, you must allow. Your email may also redirect activation emails, check your junk folder if you do not see an email within a few minutes.

#### Contact Information

1. For issues related to profile setup and entitlements  
Contact your regional IST Administrator.
2. For installation issues  
Contact the GCS Helpdesk ([gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com))

## SUMMARY: IST Client Installation (See next section for details)

You will need:

- Administrator rights on your system
- An internet connection to register and receive activation codes and IST certificate.
- Access to the email used in the IST Registration to receive the two (2) activation codes for your device and the IST Certificate

**NOTE: You will need to use your business email. Gmail, Yahoo, etc., are not appropriate.**

1. If IST is installed and running: Stop IST and uninstall Philips IST in "Programs and Features".
2. Reboot your system.
3. Download a local copy of the IST Client Installation (supports 64 bit Windows 7 and 10)
4. Run the IST Install using "Run as Administrator" and follow the prompts. (See next section).
5. Reboot your system
6. Start IST and register your computer using your proper business email address.

IST Registration requires your email (business not personal) for correct setup, activation and communication.

Phone number is needed for support communications. Address information is needed for shipping of materials if needed. See Appendix: *Privacy Notice Integrated Security Tool (IST) Solution* for more details.

7. Device Activation (not to be confused with Certificate Activation step 8): \*\*

Click "Request Activation Code" button for the IST New Device Activation.

8. The activation code will be sent to your email. Enter the code in the window displayed and "Activate".
9. Request a new certificate and activate. \*\*

Installation is now complete.

Test IST decryption by opening the IST2 Document.

*\*\*For New Users without a current IST User Profile*

***If you do not have an IST Account, you will not be able to register your IST Client.***

*Contact [GCS.Helpdesk@philips.com](mailto:GCS.Helpdesk@philips.com) and they will be able to put you in touch with the correct IST Admin that will be able to setup an account with the correct entitlements.*

*If you have a valid IST Account, you will be allowed to register and get a new certificate.*

## DETAILED: IST Client Installation

Before installation, old software should be removed and then a reboot should be performed before the new install. This can be done using the "Programs and Features" located in the Windows Control Panel. Reboot after the un-install.

### 1-Uninstall Software

Using Programs and Features

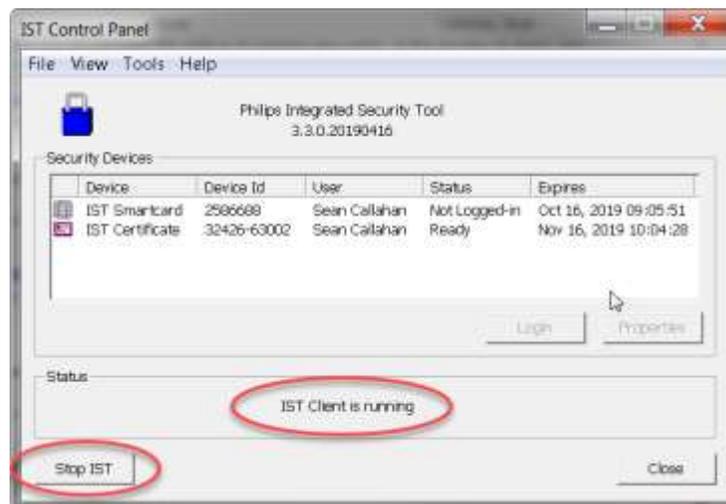
- **Uninstall SafeGuard Smartcard Provider if installed [OPTIONAL].**  
This is NOT a required step. Since IST Client 3.x does not need SGSCP, we suggest that you remove it.
- **Stop and uninstall Philips IST Client**
- If IST is running, Stop IST and uninstall any version(s) of IST Client from the Windows Control Panel.
- To Stop If IST is running you should find a blue padlock somewhere in the System Tray.
- IST running, not logged in



IST running and ready



- Click on the padlock if displayed to bring up the IST Control Panel. Click "Stop IST" and Close.



- **UNINSTALL IST**  
Go to the Windows Control Panel and then and remove the Philips IST Client Software in "Programs and Features"

### 2-Reboot

Rebooting will allow the removal of drivers which will allow new drivers to be installed.

### 3-Download local copy of the IST Install

Download and save the install file to your desktop. This will help avoid network issues.

**Contact your IST Administrator or [gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com) if you do not have an active IST account.**

IST Client 3.3 is available for Windows 7 and 10, 64 bit Operating Systems:

The Zeppelin scripted installation package can be found on the Zeppelin Site (internal PGN access only) and also on InCenter. The Standard (non-Zeppelin) version can be found on InCenter only.

#### **Current release of the IST Client installations:**

- i. Standard (Non-Zeppelin): 64 bit version 3.3.0

OSs: Win 7 (64bit) and Win 10 (64 bit)

<http://incenter.medical.philips.com/doclib/getdoc.aspx?func=ll&objid=9917882&objaction=open>

- ii. Zeppelin: 64 bit script for version 3.3.0

OSs: Win 7 (64bit) and Win 10 (64 bit)

<http://incenter.medical.philips.com/doclib/getdoc.aspx?func=ll&objid=6876400&objaction=open>

- iii. IST FAQ

<http://incenter.medical.philips.com/doclib/getdoc.aspx?func=ll&objid=9915259&objaction=open>

### 4-Run IST Install as Administrator

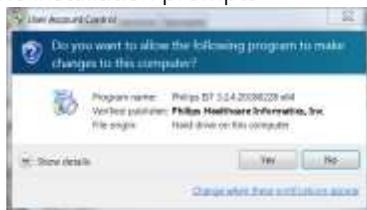
Right click on the install file and "Run as administrator"

Be sure to allow IST services to pass through the firewall if prompted. Install will vary slightly depending on the installation you are using, Standard vs. Zeppelin



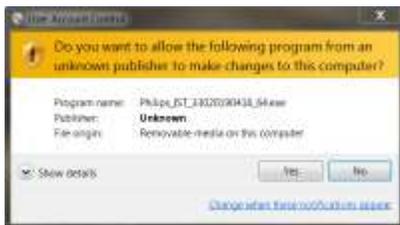
#### FOR STANDARD INSTALL

Follow the installation prompts



#### FOR ZEPPELIN INSTALL

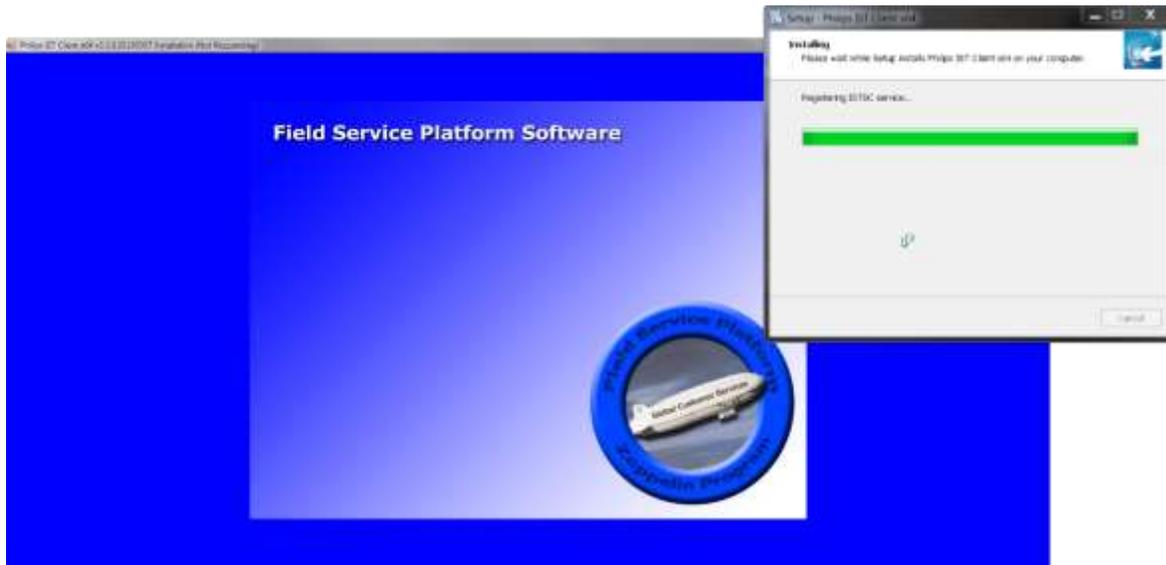
Click "Yes" to install



Two windows will appear, ignore the first and click "Install" on the second.

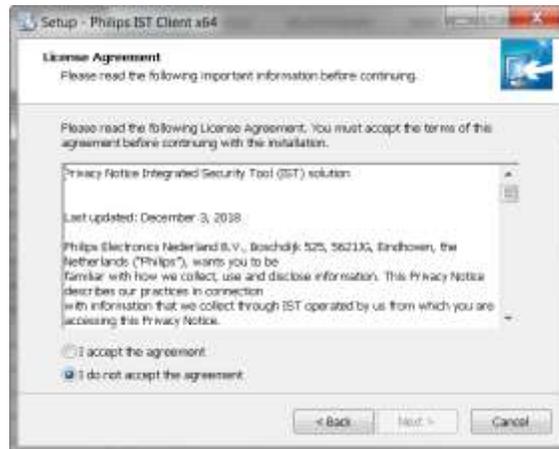
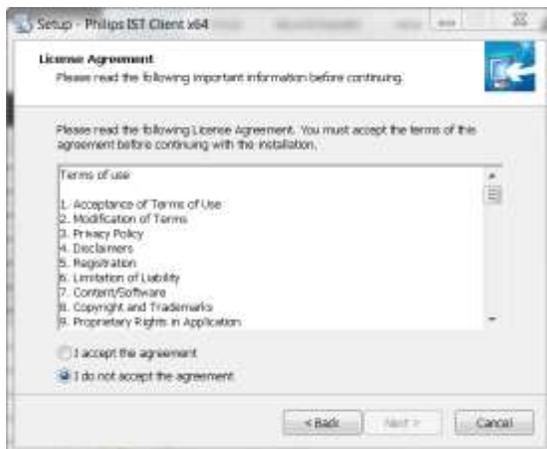


The Zeppelin Install screen will appear and the files will be extracted to the proper location, driver loaded, services registered etc.. You do not have the ability to change the location of the install.



### Standard & Zeppelin

You must accept the "Terms of Use" and the "Privacy Policy" to enable the Next button to proceed. Both agreements have been added to the Appendix.



### 5-Reboot your system

Now that the installation is complete, you should reboot your system and then complete registration of your device and get a certificate.

If you do not have an existing active IST Profile with permissions, you will not be able to register.

## 6-Register your IST Client Device

NOTE: You need to have an existing account for the registration to complete. If you do not have one, contact your regional IST Administrator for assistance.

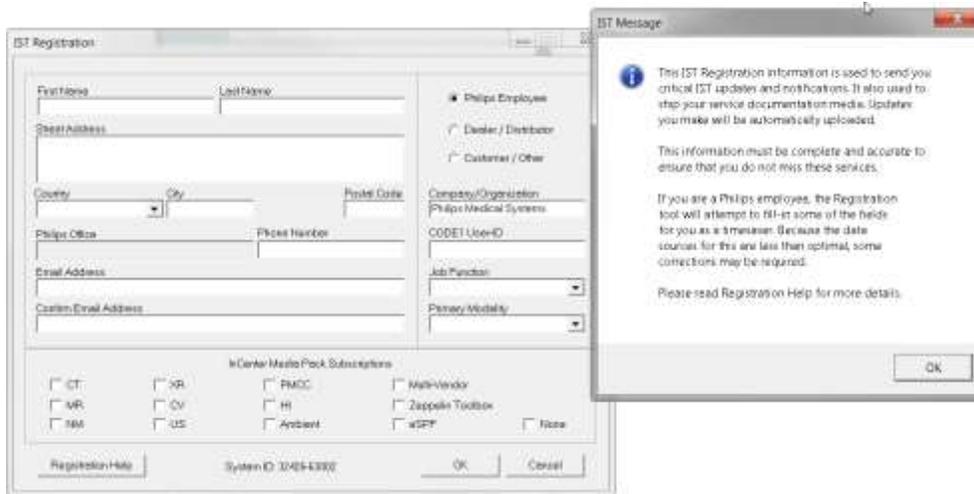
IST Client will automatically start after the reboot. This will allow you to finish the install.

### Continue with registration

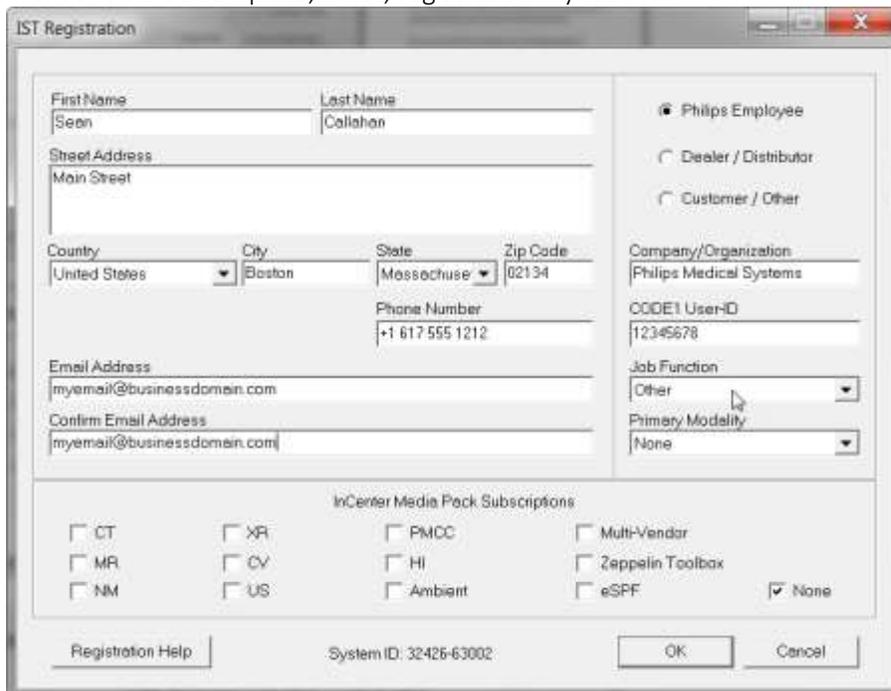
An IST Message will appear. Click OK and proceed to fill in the registration form completely and select OK.

Be sure to use your "Business" email address and Please refrain from using non-standard characters including:

& á ñ ö û etc. in any of the fields



From Should be complete, if not, registration may fail.



If successful, you will see the following...

DON'T STOP

You must click the "Request Activation Code" button

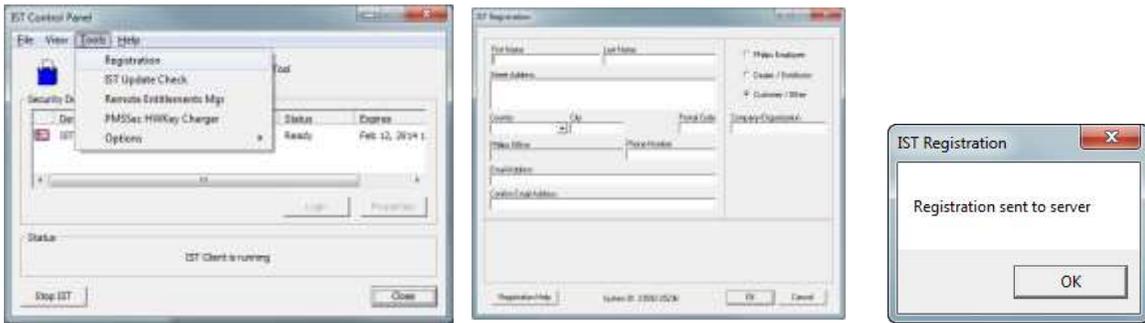


Check your email for the activation code, it should only take a few minutes. If the email does not appear, check your junk mail folder.



Type/paste the code into the space provided and click the "Activate" button will be enabled. You should see a "Device Activation Success" status message displayed.





Be sure to enter the correct business email address. When complete, you should see "Registration sent to server".

If you are getting errors during the registration, e.g.

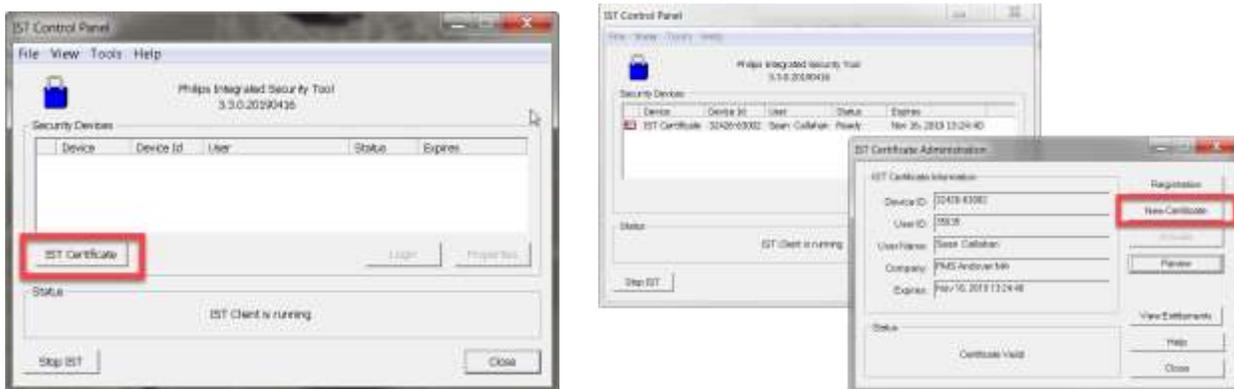
- Queued for later upload
- HTTPS Error
- No Servers available etc.

Please try temporarily disabling any proxy servers/firewalls you have running

### 7-Requesting a certificate & Activation and Resetting Password

Request a "New Certificate" (not Renew) allows you to reset your password as well.

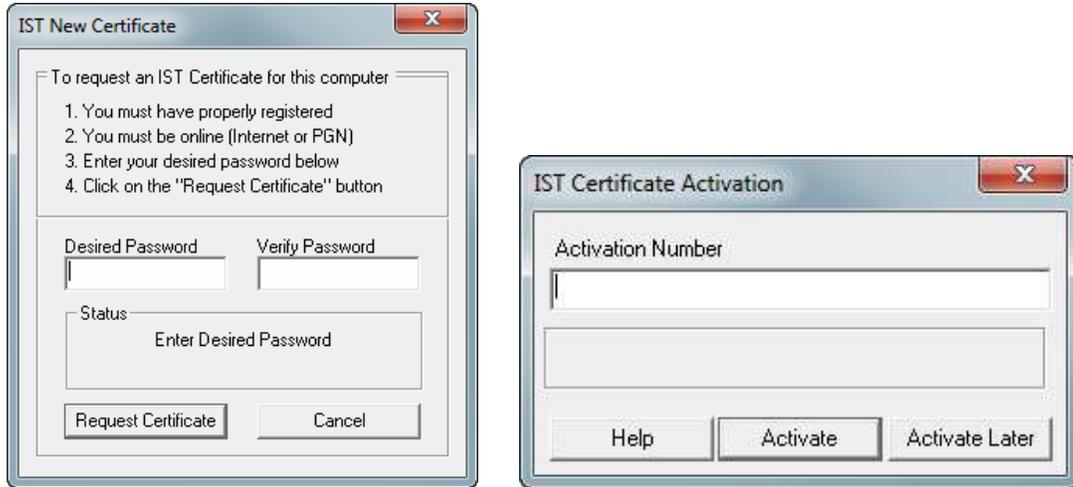
If a certificate is not available, click the "IST Certificate" button on the IST Control Panel. If an old certificate exists, double clicking the certificate displayed and select "New Certificate".



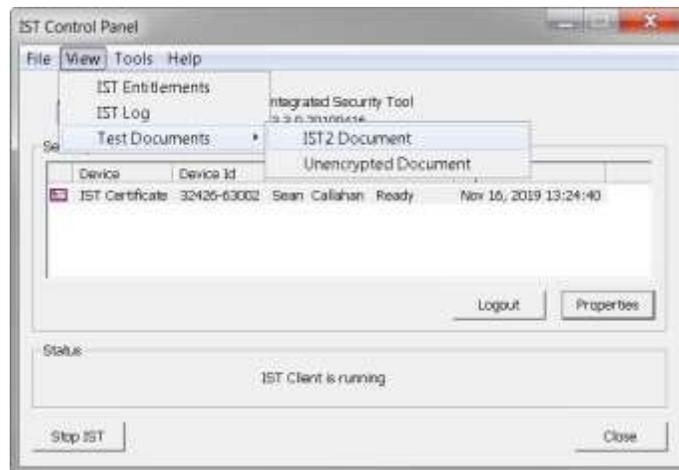
When the registration window appears, fill out the form or make sure the information is correct and then submit. The "IST New Certificate" window will allow you to enter in a password of your choice as long as it meets the minimum requirements. If the password does not meet requirements you will see



Once the request has been submitted, an activation window will appear. The activation code should be available in your email, check your junk mail folder as well.



Installation is now complete and the IST login screen will appear. If this is a new account, you may need to contact the GCS Helpdesk (gcs.helpdesk@philips.com) to get the profile updated with new entitlements. You should be able to test IST by opening the IST2 Test document. If you cannot, please see the troubleshooting section that follows.



If you see the Test Document below, IST and the PDF Reader are working properly.



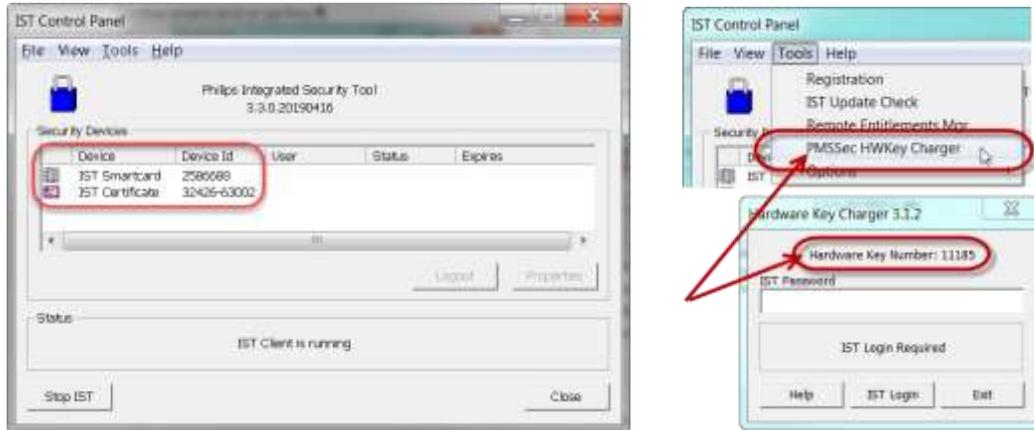
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## Smartcard & Reader Setup/Ordering/Driver Information

### Assigning Service Key to a User Profile

If you require a service key (either a parallel port key or 'a smartcard and reader') you will need to have an IST Admin assign service key's Device ID for the parallel port key or the smartcard (the smartcard reader is independent to this process) to your account.

To assign a smartcard or parallel port key, the IST Certificate Device ID is required (see below) along with the IDs for the smartcard or pp key.



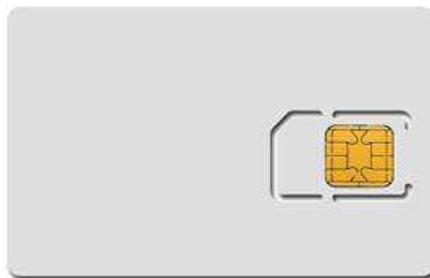
If you cannot see the IDs for the smartcard or pp key, you must install the proper drivers. These drivers are needed to allow IST to connect to, read and charge your devices. If these drivers are already installed, you do not need to install them again however, sometimes drivers may require update. Since the parallel port key is only being used on older legacy systems, driver installation will not be discussed here.

### Ordering Philips Service Key (Smartcard & Reader)

A Philips Service Key has two (2) parts

1. The full size smartcard as shown here for the 3021 reader, or the smaller sim-sized card can be broken out to be inserted into the 6121 or 6221.

**NOTE: Keep the full size card even if you breakout the SIM. A piece of tape can be used on the back of the full size card to set the SIM back in place to be used on a full size card reader.**



2. The smartcard readers are shown below (6121, 6221, 3021).  
Currently shipping: Model 6121 Copyright 2016 (and higher).

**NOTE: The 6x21 USB Smart Card Readers bearing manufacturer's label Copyright 2013 or later require new device drivers which means they cannot be used on Philips medical equipment until driver updates are made to those system.**



To ensure ordering correct part numbers for the reader and the card, please review the following:  
**Part Number Reference Table**

	Original Part	Replaced By	Replaced By	Replaced By
Omnikey/HID USB Smartcard Reader	Model 6121 4522-210-42312	Model 6221 4598-008-81401	Model 3021 4598-010-94651	Model 6121 v2016 4598-011-72731
Smartcard	Smart card Type SLE66CX322P 4522-2104-2322	Service Smart Card 4598-0088-1391		

### Ordering Instructions

#### Philips Field Service Personnel

Order through the Philips Parts Desk per regular service orders process.

#### Customers & Dealer Distributors

Order through the Philips Parts Desk using the Shopping Cart/PO process:

P/N	Description	@ Price
4598 011 72731	Smart Card Reader	Contact SPS
4598 008 81391	Service Smart Card	Contact SPS

#### Co-op, CSA or MV Assist Contract ...

Call 1-800-722-9377 and follow prompts:  
options 4 → 3 → 1

- ✓ Provide the Site I.D. number.
- ✓ Part number(s) to be ordered, (P/N 459801094651, P/N 459800881391)
- ✓ Customer Support Rep enters a **NEMO** (No Engineer Material Only) order.
- ✓ Order is prepared for shipment.

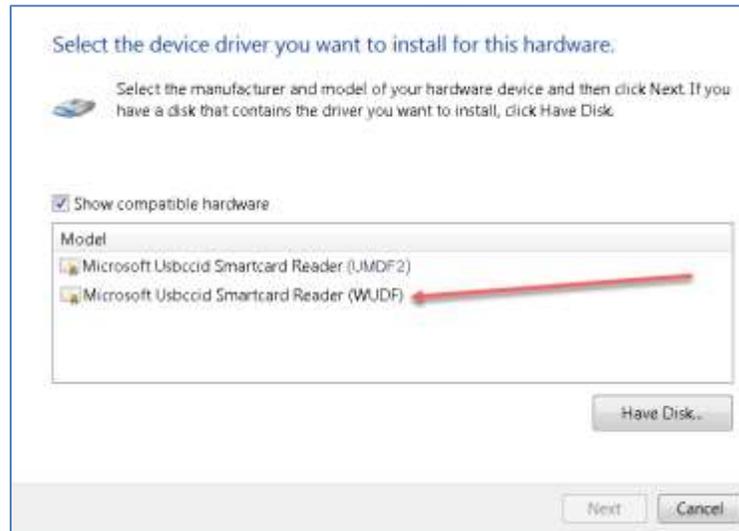
#### Non-Contract (with PO or credit card) ...

Call 1-800-722-9377 and follow prompts:  
options 4 → 3 → 2

- ✓ Provide account number.
- ✓ Provide a PO number or credit card.
- ✓ Part number(s) to be ordered, (P/N 459801094651, P/N 459800881391)
- ✓ Order is processed by APM (All Parts Medical).

## Service Key Required Software/Drivers

The new 6121 (Copyright 2016) reader is compatible with the "Microsoft Usbccid Smartcard Reader" drivers that should be already installed on your Windows PC and no additional drivers are needed. If the reader does not work properly, make sure the "WUDF" driver is selected.



If you are using an older style reader, an additional HID Omnikey driver needs to be installed for IST to be able to recognize, read and charge your service key. If the IST Client is not displaying the device ID for your smartcard, please make sure you have:

- the latest version of IST installed and
- the most recent driver for your smartcard reader.

For detailed HID Driver installation details refer to:

<http://incenter.medical.philips.com/doclib/getdoc.aspx?func=ll&objid=15185790&objaction=open>

**Remember: You need admin rights on your machine to install software.**

As of July 23, 2017, Version 1.2.24.27 is the most current smartcard driver version

Use the direct links below.

Operating System	Driver Description	Direct link to driver
<b>32 Bit</b> XP, Vista, Windows 7	Version 1.2.24.27, release date 13 Jun 2014. PC/SC driver for CardMan 3021, 6121, 6221, others	<a href="https://www.hidglobal.com/drivers/16251">https://www.hidglobal.com/drivers/16251</a>
<b>32 Bit</b> Windows 8	Version 1.2.24.27, release date 13 Jun 2014. PC/SC driver for CardMan 3021, 6121, 6221	<a href="https://www.hidglobal.com/drivers/16253">https://www.hidglobal.com/drivers/16253</a>
<b>32 Bit</b> Windows 10	Version 1.2.24.27, release date 20 Mar 2014. PC/SC driver for CardMan 3021, 6121, 6221	<a href="https://www.hidglobal.com/drivers/25850">https://www.hidglobal.com/drivers/25850</a>
<b>64 Bit</b> XP, Vista, Windows 7	Version 1.2.24.27, release date 13 Jun 2014. PC/SC driver for CardMan 3021, 6121, 6221	<a href="https://www.hidglobal.com/drivers/16252">https://www.hidglobal.com/drivers/16252</a>
<b>64 Bit</b> Windows 8	Version 1.2.24.27, release date 13 Jun 2014. PC/SC driver for CardMan 3021, 6121, 6221	<a href="https://www.hidglobal.com/drivers/16254">https://www.hidglobal.com/drivers/16254</a>
<b>64 Bit</b> Windows 10	Version 1.2.24.27, release date 20 Mar 2014. PC/SC driver for CardMan 3021, 6121, 6221	<a href="https://www.hidglobal.com/drivers/24574">https://www.hidglobal.com/drivers/24574</a>

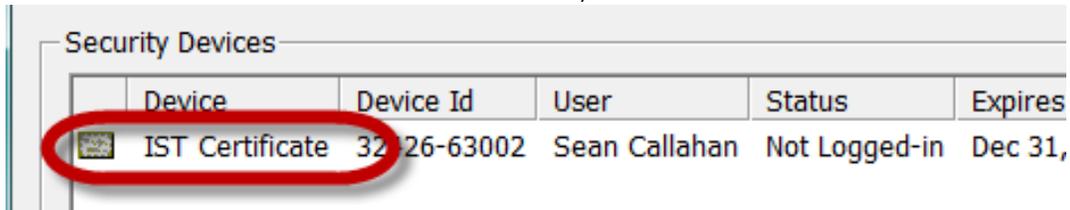
## CHARGING THE SMARTCARD

**NOTE:** An internet connection is required to 'Renew' your IST Certificate but not to charge your smartcard

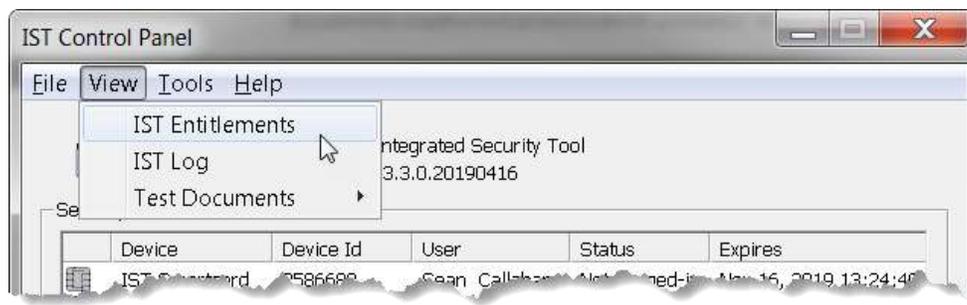
- 1.) Start IST and login. Open up the IST Control Panel by double clicking on the padlock icon found in the system tray or by clicking on Start -> Zeppelin Standard Applications -> Basic Toolbox -> IST -> IST Control Panel.



- 2.) Double click on the IST Certificate found in the Security Devices window.



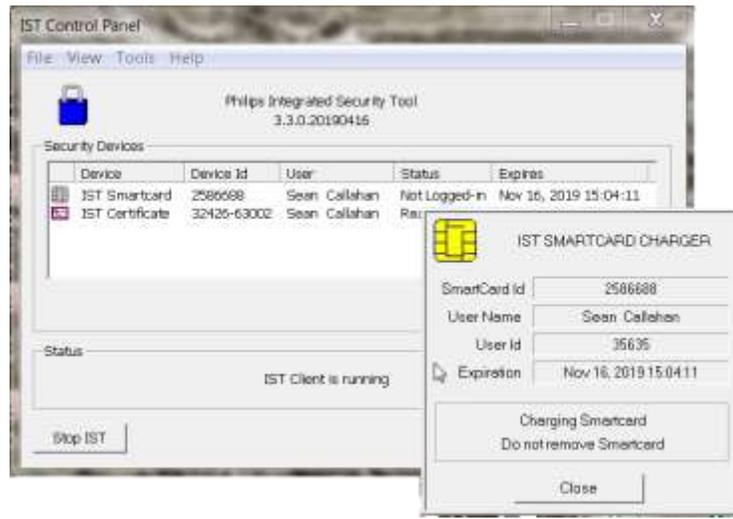
- 3.) In the IST Certificate Administration window click on the Renew button.
- 4.) From the IST Control Panel select View > IST Entitlements (you must be logged into the IST Certificate first)



- 5.) When your entitlements document opens, scroll to the bottom. If you have a smartcard, the ID of the card should be listed here. If not, contact [gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com). They can assign the smartcard to your account and then you need to go back to step 3 and renew. They will need both the values shown below:



- 6.) Pull out the key if inserted. Once the certificate is renewed close the IST Certificate Administration window and plug in the Smartcard into the USB port of your computer. At this point you should see IST Smartcard Charger come up and attempt to charge the smartcard.



# Troubleshooting PDF Decryption Issues

## Testing your IST Install – IST2 Test Document

When an IST user cannot read a protected (encrypted) document it may be caused by any of a variety of potential causes. This guide provides some simple and advanced methods to identify common causes of an IST decryption problem.

At a fundamental level, the IST Client must be installed and running to allow the user to decrypt protected documentation (see "Status" window below, "IST Client is Running"). This means that the IST Client must have a valid IST Certificate loaded on the computer or a smartcard, and the user must log into that device. By selecting the device in the IST Control Panel and clicking the "Login" button, the user can log into any of the devices listed (there can be many). Figure 1 shows both an IST Certificate and an IST Smartcard.

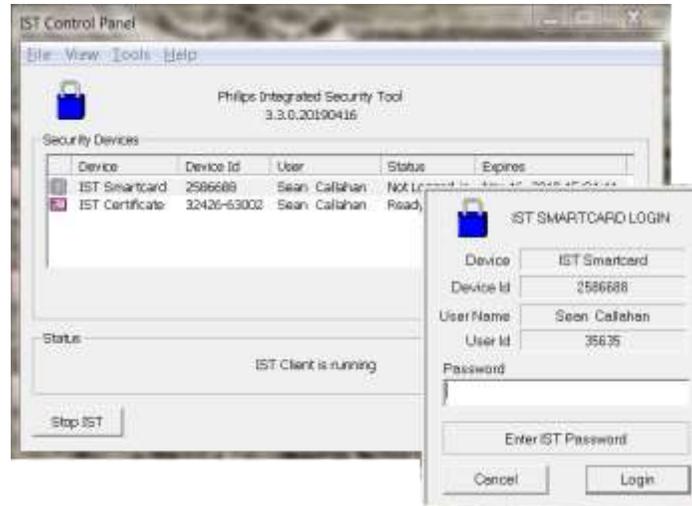
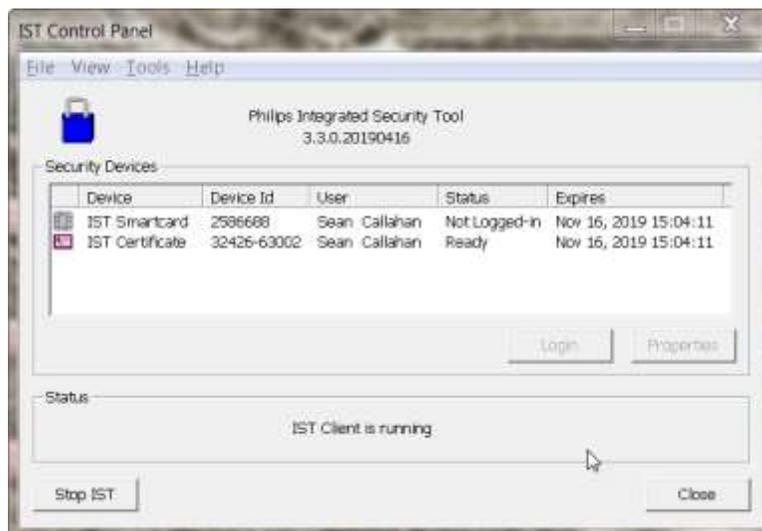


Figure 2: IST Control Panel Login Window

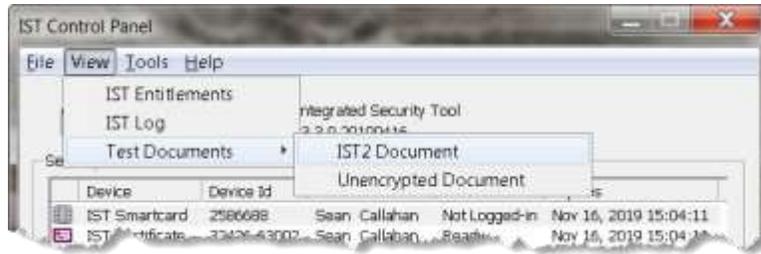
After entering the correct IST password, the device will have a status "Ready". If the password does not work or you cannot recall the password, request a new certificate (Renew will not work).

Please notice that the "Expires" date must be greater than or equal to today's date in order for IST to decrypt. If "Expired", you must get a new certificate or renew your current certificate. If the date does not update, contact [gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com).



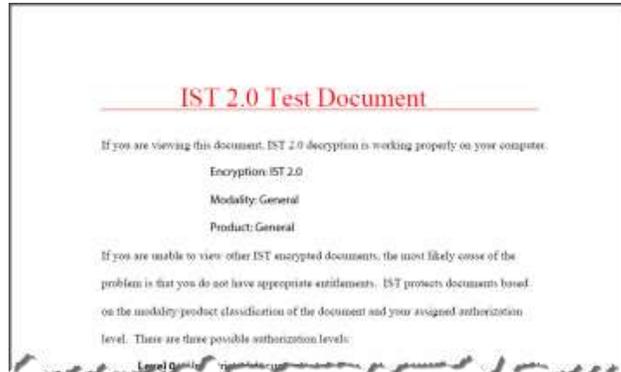
IST Certificate, Status "Ready", "IST Client is running"

Now, if your IST Client is installed properly, you will be able to test the decryption by opening the IST 2 Test document.



Opening the IST Test Document

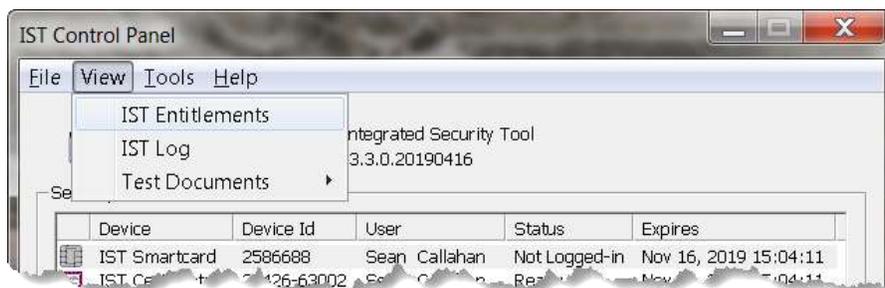
The IST 2.0 Test Document is encrypted, if all is well you should see the following ...



IST 2.0 Test Doc Decrypted

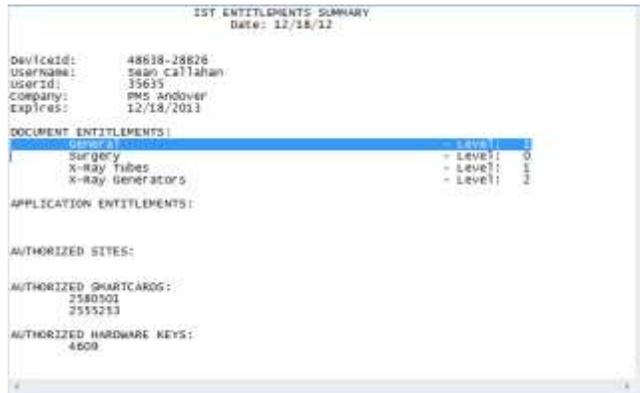
The IST entitlements assigned to your profile will then determine what documents you will be able to view and also access to software and diagnostic tools. These entitlements are added to your profile by an IST Administrator (For questions contact [gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com)). Profiles vary based on contracts and training.

Your IST Entitlements are stored on the IST Certificate located on the computer and this certificate is copied to your smartcard with the same entitlements, password and expiration date. To view the entitlements assigned to a particular device (certificate or smartcard), log into that device and View>IST Entitlements from the IST Control Panel. If you are logged into both a smartcard and an IST Certificate, the smartcard will take precedence.



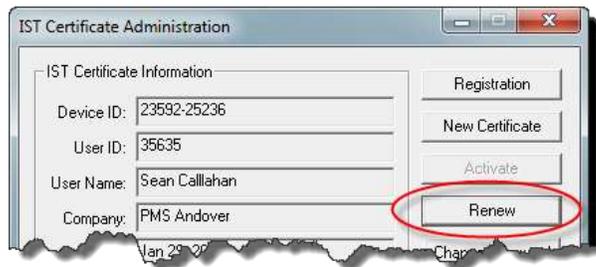
View your Entitlements

In the figure above, we are logged into the IST Certificate and the entitlements for that device will be displayed. User information appears at the top, Document Entitlements follow. General Level 1 (or higher) will allow you to decrypt the test document which is encrypted at General Level 1. Other modalities or products can also be listed here. These settings allow users to view some encrypted documents and prevent you from opening others not specifically assigned to the IST profile.



IST Entitlements Summary

The most common issue for not being able to view encrypted documents is that IST Client not be running, or the IST certificate's status is not 'Ready' (e.g. it could be 'Expired' or 'Not Logged In'). In some cases, the user has not been entitled to read the particular document(s). If your profile has been modified recently, make sure that you "Renew" your certificate to download any recent changes. Double click the IST Certificate listed to open the IST Certificate Administration window. Select "Renew". This is normally done automatically every day when there is an internet connection.



### IST 2.0 Test Document: Success

If the test document opens properly, that will reduce the scope of investigation substantially. It shows that all of the decryption mechanics are working properly.

### IST 2.0 Test Document: Failure

If IST cannot open the test document or other encrypted document, you may see message similar to:

Adobe Reader could not open 'TestDoc\_IST2.pdf' because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).

Adobe could not open an encrypted document

## PDF Decryption Troubleshooting

If a file (the test document or other) is not being displayed properly, Adobe (or other authorized readers) is trying to open an encrypted file that contains content it cannot interpret, hence the error message above. If encrypted files cannot be opened, there are different reasons:

- 1) **Adobe Preferences settings.** (See below)  
There are security settings in Adobe that disable the IST decryption.
- 2) **The IST decryption driver is not installed properly.** (See below)  
This is an installation issue, restarting IST may help. If not, the driver (not the full version of IST) can be checked and if needed, re-installed
- 3) **The application being used to view the file is not authorized.**  
IST will only allow approved applications to open documents. This occurs most often after an automatic update has been made from Adobe. Some updated versions must be added to the

approved reader list.

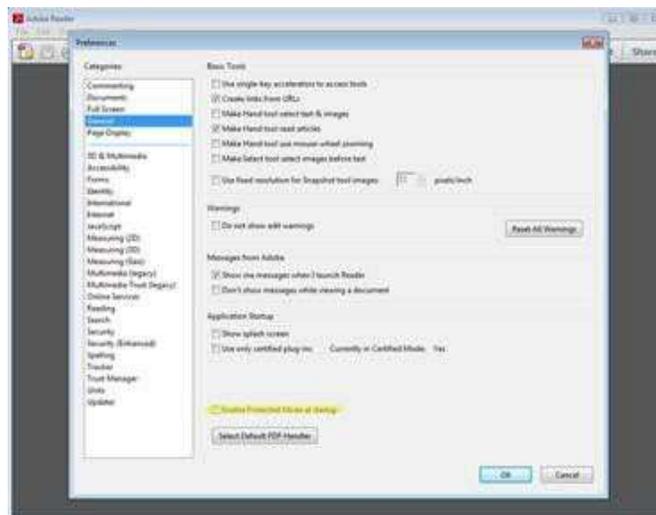
- 4) **User does not have authorization to access the file.** This means the profile does not have the permission to open the file, the test document uses "General" which all accounts should have by default.
- 5) **The file has reached its' expiration.** Files have an expiration to help eliminate file from being used when the content may be out of date. This means you must download a new file from InCenter.

### 1-Adobe Preference Settings: Disabling Protected Mode

Adobe Reader and Acrobat version 10 and higher run in protected mode by default. This feature is incompatible with IST document decryption and must be disabled. To turn off protected mode:

#### For Adobe Reader 10:

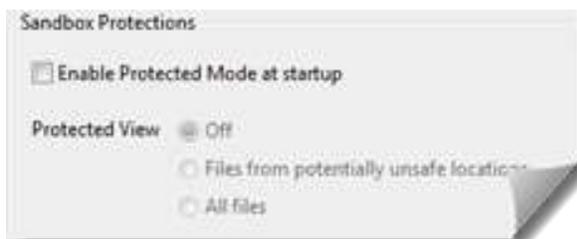
- Be sure to close all open reader windows except one to update preferences
- Choose Edit > Preferences: In the Categories list on the left, select General
- Deselect "*Enable Protected Mode at startup*"
- Click OK
- Close all reader windows and then restart



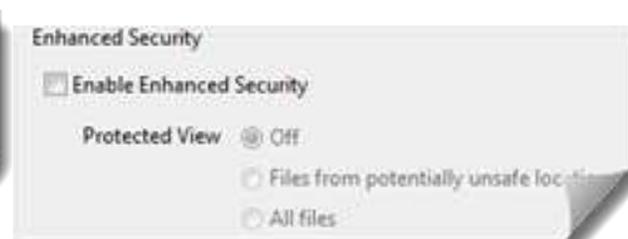
Disable Protected Mode, Adobe Reader 10

#### For Adobe Reader 11:

- Be sure to close all open reader windows except one to update preferences
- Choose Edit > Preferences: In the Categories list on the left, select Security (Enhanced)
- Deselect *Enable Protected Mode at startup*
- Click OK
- Close all reader windows and then restart



Disable Protected Mode, Adobe Reader 11



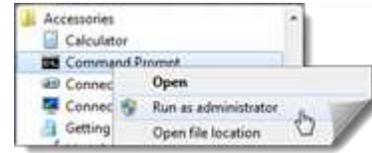
Disable Enhanced Security, Adobe Acrobat 11

## 2-The IST Decryption Driver

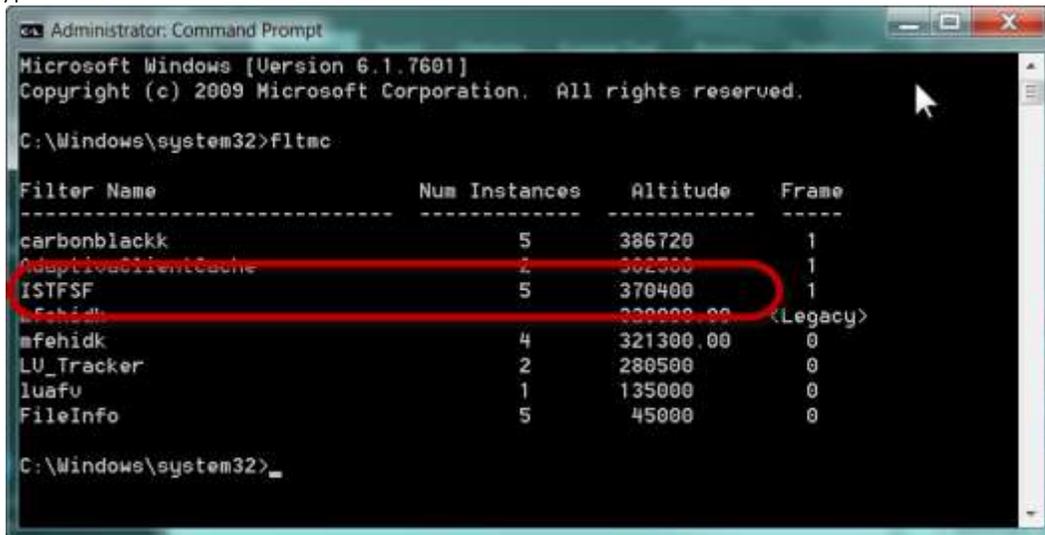
IST decryption is performed within a filesystem minifilter driver called **ISTFSF**. The Fltmc.exe program is a command-line utility for common minifilter driver management operations. Use Fltmc.exe to list, load or unload minifilter drivers. FLTMC stands for **F**ilter **M**anager **C**ontrol. There are instances where ISTFSF is not loaded properly due to restrictions, another application may be loaded and blocking install, etc. In such cases we must determine if ISTFSF is installed or not. This should only be done after the IST Client install.

### ISTFSF driver check

- If IST is running, click the blue padlock icon in the system tray
- Click the **Stop** button and then **Close** button.
- Open a command prompt window
  - On XP open a command window as normal, or
  - On Win7 (higher) open an elevated command window
- Type fltmc <Enter>



Elevated Win7: Right-click and select Run as Administrator

A screenshot of an elevated Windows Command Prompt window. The title bar reads 'Administrator: Command Prompt'. The text inside shows the output of the 'fltmc' command. A red circle highlights the 'ISTFSF' entry in the list.

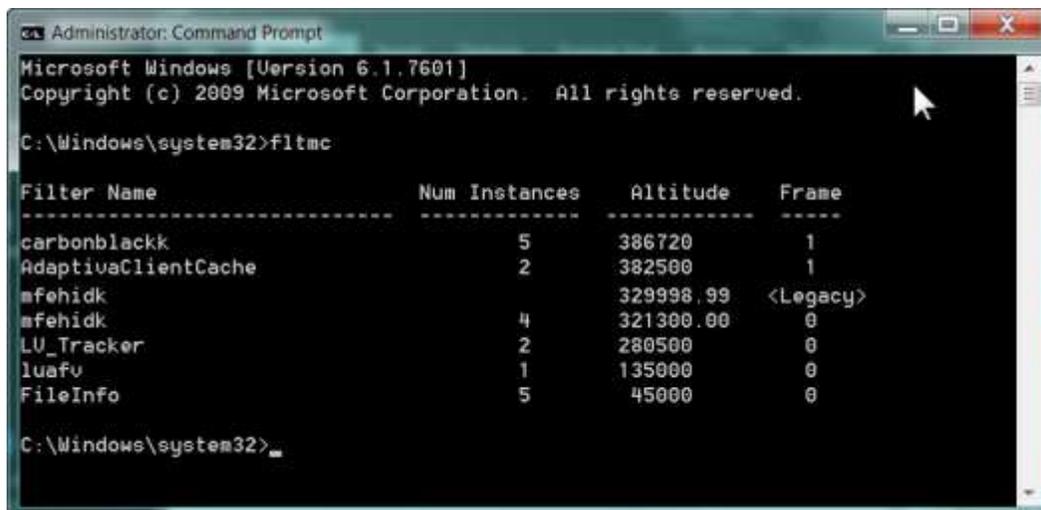
```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>fltmc

Filter Name          Num Instances  Altitude  Frame
-----
carbonblackk         5             386720    1
AdaptivaClientCache  2             382500    1
ISTFSF               5             370400    1
mfchidk              4             321300.00 <Legacy>
LU_Tracker           2             280500    0
luafv                1             135000    0
FileInfo            5             45000     0

C:\Windows\system32>
```

IST Decryption driver is installed and loaded

A screenshot of an elevated Windows Command Prompt window. The title bar reads 'Administrator: Command Prompt'. The text inside shows the output of the 'fltmc' command. The 'ISTFSF' entry is not present in the list.

```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>fltmc

Filter Name          Num Instances  Altitude  Frame
-----
carbonblackk         5             386720    1
AdaptivaClientCache  2             382500    1
mfchidk              4             329998.99 <Legacy>
mfchidk              4             321300.00 0
LU_Tracker           2             280500    0
luafv                1             135000    0
FileInfo            5             45000     0

C:\Windows\system32>
```

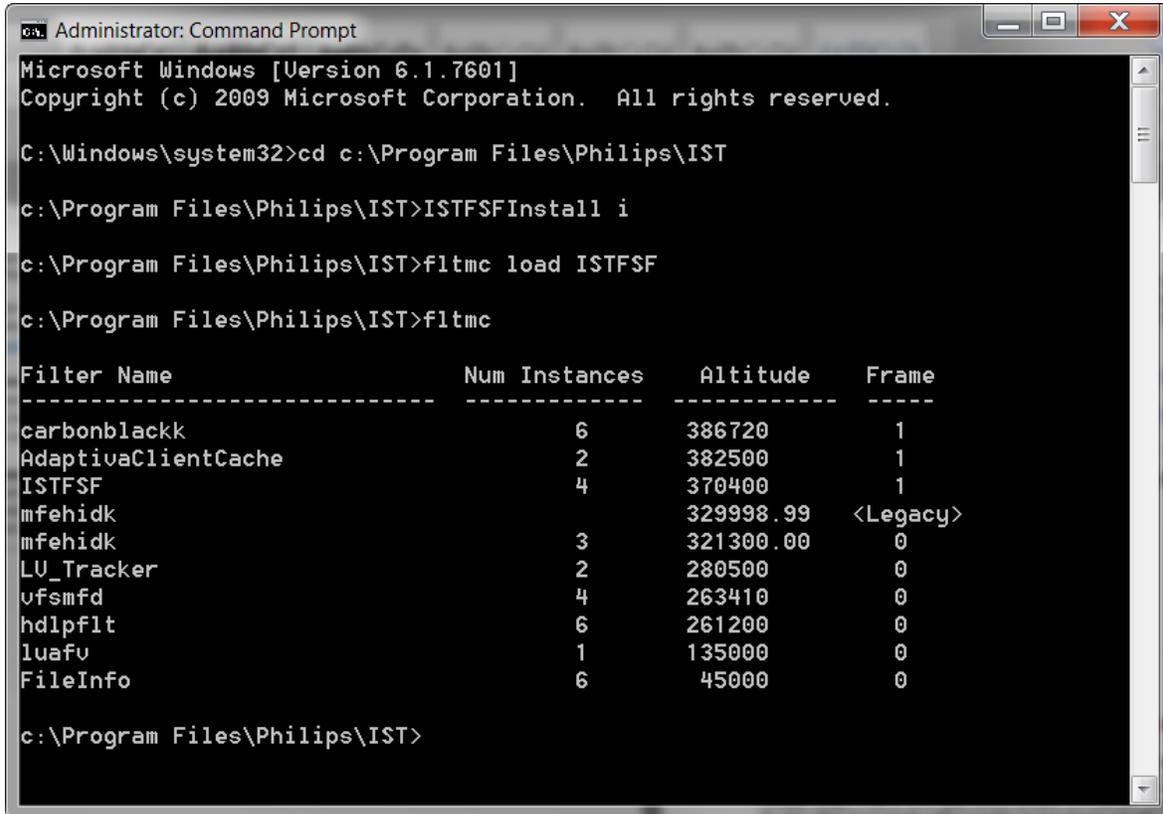
IST Decryption driver is not loaded

## ISTFSF Driver Install

The IST driver (ISTFSF) should be listed. If it is not, perform the following:

In the command window above:

- Change to the IST application directory:  
cd c:\Program Files\Philips\IST <Enter>
- Install the driver:  
ISTFSFInstall i <Enter>
- Load the driver:  
fltmc load ISTFSF <Enter>
- Verify the driver is installed and loaded:  
fltmc <Enter>



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd c:\Program Files\Philips\IST

c:\Program Files\Philips\IST>ISTFSFInstall i

c:\Program Files\Philips\IST>fltmc load ISTFSF

c:\Program Files\Philips\IST>fltmc

Filter Name                Num Instances    Altitude        Frame
-----
carbonblackk                6                386720           1
AdaptivaClientCache        2                382500           1
ISTFSF                      4                370400           1
mfehdk                      3                329998.99       <Legacy>
mfehdk                      3                321300.00        0
LU_Tracker                  2                280500           0
v fsmfd                     4                263410           0
hdlpflt                     6                261200           0
luafo                       1                135000           0
FileInfo                    6                45000            0

c:\Program Files\Philips\IST>
```

Note any errors that occur during the procedure. If the driver is listed now, Start IST and verify the IST2 test document decrypts properly.

If the driver is still not listed and/or the sequence above produced an error, reboot the machine and re-perform the procedure. If IST Client has been reinstalled without a reboot then a pre-existing IST driver has not fully DE-installed, and it prevents the updated driver from being installed. Rebooting will complete DE-installation of the driver and clear the way for installing the present driver.

If there is another driver at the same altitude, 370400, contact the GCS Helpdesk for more support.

## 3-Unauthorized Version of Adobe

First check the preferences above since it is the easiest and most common issue to resolve. However, occasionally, a new version of Adobe Reader or Acrobat is released that hasn't been added to the IST "Authorized Readers" list.

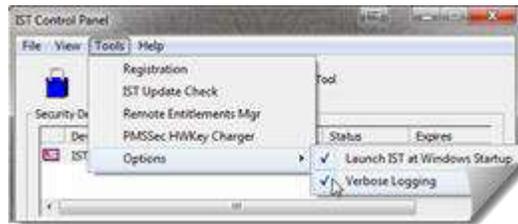
At the time of this writing, all versions of Adobe Reader up through 11.0 and versions of Adobe Acrobat up through 10.1.3 are in the approved list. The Authorized Readers list is compiled and stored in the user's

IST certificate. If a new reader is added to the list, a "Renew" of the IST certificate will update the list stored on your PC. Renew your IST Certificate and test the IST2 Test Document again before proceeding.

### Testing Adobe Authorization

If a reader has been updated and the IST certificate has already been renewed, with all readers closed having been closed prior to retest of decryption, and the driver is verified as loaded (see the IST decryption driver procedure below), you can perform the following to determine whether the reader is approved:

- Close all opened reader windows
- Enable the IST Client Verbose Logging option.



Enable verbose logging option

- Stop/Start IST Client
- Open the reader
- Close the reader



View the IST log file

- Open the IST log file
- Scan through the file, probably near the end for the most recent additions to the file, looking for a recording of the reader being opened.

e.g. Process starting 4952 C:\Program Files (x86)\Adobe\Reader 11.0\Reader\AcroRd32.exe

If the reader is approved, IST will immediately "attach" the reader's process ID

e.g. Attaching 4952 C:\Program Files (x86)\Adobe\Reader 11.0\Reader\AcroRd32.exe

If the reader is not approved, there will **not** be an "attach" entry. At this point we would require a copy of the Adobe AcroRd32.exe so that we can add to the approved reader list. Contact:

[gcs.helpdesk@philips.com](mailto:gcs.helpdesk@philips.com)

#### 4-User does not have authorization to access the file.

IST provides the permissions/entitlements to access documentation. If your entitlements do not match the document then you will not be able to open. If you feel this is the case, forward the file to the GCS Helpdesk to compare your entitlements against those on the file.

#### 5-The file has reached its' expiration.

Files have an expiration to help eliminate the use of out-of-date files which will require that the user download another copy from InCenter. InCenter will always have the most recent published documentation. If you expect that a file is expired, download a new copy from InCenter. Expiration times differ.

## APPENDIX

The 'Terms of Use' and the ' Privacy Notice Integrated Security Tool (IST) Solution' provided below are for your convenience only and are valid as of December 2018. These may be updated at a future date and any changes will supersede the text shown below.

The most recent version will be available on InCenter:

- Terms of Use:  
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Accessing the Application requires you to open an account. You must complete the registration process by providing us with current, complete and accurate information as required by the applicable registration form. You will also be required to choose a username and a password. We will send you a confirmation e-mail with your registered information. In the event that delivery of such information fails for any reason, your access or use of areas, functions or features on the Application requiring such registration may be refused or terminated. You agree that you will promptly update your registration to keep it accurate and current, as required, and comply with other ongoing security requirements. Access to and use of password protected or secure areas of the Application are restricted to authorized users only. You agree not to share your password(s), account information, or access to the Application with any other person. You are solely responsible for maintaining the confidentiality of your password and account information, and you are responsible for all activities that occur through the use of your password(s) or account(s) or as a result of your access to the Application. If you become aware of any suspicious or unauthorized conduct concerning your account, user name and/or password, you agree to contact us immediately by e-mail to [productsecurity@philips.com](mailto:productsecurity@philips.com). We may, at our own discretion, bar registration from any specific e-mail service or ISP.

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We have the sole right to shut down the Application or any part thereof for any reason at any time without notice or consent. We will have no responsibility or liability attributable to such Application shut down.

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# Privacy Notice Integrated Security Tool (IST) Solution

(Updated December 2018)

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## What Personal Data are collected?

"Personal Data" are information that identify you as an individual or relate to an identifiable individual, including:

- First Name, Last Name;
- Street address;
- City, State;
- Postal Code, Country;
- Telephone number;
- Email address;
- IP Address;
- Device unique identifiers;
- Company, Job function

We may need to collect and process these types of Personal Data in order to allow you to install, register and use IST.

## How are Personal Data collected?

We and our service providers may collect Personal Data in a variety of ways, including:

- Through the registration form: We may collect Personal Data through the registration form, e.g., when you install the IST Client, we would request you to register with us to continue using the solution;
- Through the use of Philips Service Tools and Remote Service Network: We may collect Personal Data through log files and relevant monitoring activities performed to carry out the delivery of the products and services offered.

If you disclose any Personal Data about other people to us, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Notice.

## What is the purpose of the collection of Personal Data?

We may use Personal Data for our legitimate business interests, including the following:

- To provide access to, and ensure appropriate uses of, Philips Service Tools and Customer Services' Intellectual Property;
- To enable Audit logging and monitoring of Philips' devices and services to support investigation of adverse events and complaints;
- To respond to your inquiries, fulfill your requests and provide you with related customer service; • To send administrative information to you, such as changes to our terms, conditions and policies, as well as communications that we believe may be of interest;
- For our business purposes such as audits, fraud monitoring and prevention, data analytics to facilitate and advise on continued and sustained use of Philips' or its affiliates' products and services, developing new products, identifying usage trends, and operating and expanding our business activities.

## With whom are Personal Data shared?

We may disclose your Personal Data:

- To our affiliates for the purposes described in this Privacy Notice;
- To our third party service providers who provide services such as data analysis, payment processing, order fulfillment, information technology and related infrastructure provision, customer service, email delivery, auditing and other services;
- To government agencies, authorities and courts in the enforcement, protection of or inquiry into Philips rights in and to the Web Site, its Content, or its intellectual property.

## Other uses and disclosures

We may also use and disclose your Personal Data as we believe to be necessary or appropriate: (a) to comply with applicable law, which may include laws outside your country of residence, to respond to requests from public and government authorities, which may include authorities outside your country of residence, to cooperate with law enforcement or for other legal reasons; (b) to enforce our terms and conditions; and (c) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others.

In addition, we may use, disclose or transfer your information to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

## **Security**

We seek to use reasonable organizational, technical and administrative measures to protect Personal Data within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the "How can you contact us?" section below.

## **What are my rights?**

If you would like to submit a request to review, correct, update, suppress, restrict or delete Personal Data that you have previously provided to us, or if you would like to submit a request to receive an electronic copy of your Personal Data for purposes of transmitting it to another company (to the extent this right to data portability is provided to you by applicable law), you may contact us at [privacy@philips.com](mailto:privacy@philips.com).

## **We will respond to your request consistent with applicable law.**

In your request, please make clear what Personal Data you would like to have changed, whether you would like to have your Personal Data suppressed from our database, or otherwise let us know what limitations you would like to put on our use of your Personal Data. For your protection, we may only implement requests with respect to the Personal Data associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable.

## **How long will the Personal Data be kept?**

We will retain your Personal Data for as long as needed or permitted in light of the purpose(s) for which it was obtained. The criteria used to determine our retention periods include: (i) the length of time we have an ongoing relationship with you through IST; (ii) whether there is a legal obligation to which we are subject; or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

## **Use of IST by minors**

IST is not directed to individuals under the age of thirteen (13), and we do not knowingly collect Personal Data from individuals under 13.

## **Jurisdiction and cross-border transfer**

IST is controlled and operated by us from the Netherlands and is not intended to subject us to the laws or jurisdiction of any state, country or territory other than that of the Netherlands. Your Personal Data may be stored and processed in any country where we have facilities or in which we engage service providers, and by using IST you consent to the transfer of information to countries outside of your country of residence, including the United States, which may have data protection rules that are different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your Personal Data.

If you are located in the EEA, your Personal Data may be transferred to our affiliates or service providers in non-EEA countries that are recognized by the European Commission as providing an adequate level of data protection according to EEA standards (the full list of these countries is available [here](#)). For transfers from the EEA to countries not considered adequate by the European Commission, we have put in place adequate measures, such as our Binding Corporate Rules for Customer, Supplier and Business Partner Data and/or standard contractual clauses adopted by the European Commission to protect your Personal Data. You may obtain a copy of these measures by following the link above or contacting [privacy@philips.com](mailto:privacy@philips.com)

## **Sensitive Personal Data**

We ask that you not send us, and you not disclose, any sensitive Personal Data (e.g., social security numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) on or through IST or otherwise to us.

## **Updates to this Privacy Notice**

We may change this Privacy Notice. The "LAST UPDATED" legend at the top of this Privacy Notice indicates when this Privacy Notice was last revised. Any changes will become effective when we post the revised Privacy Notice on IST. Your use of IST following these changes means that you accept the revised Privacy Notice.

## **How can you contact us?**

If you have any questions about this Privacy Notice or about the way Philips uses your Personal Data, please contact our Data Protection Officer at [privacy@philips.com](mailto:privacy@philips.com). Alternatively, you have the right to lodge a complaint with a supervisory authority competent for your country or region.

## VERSION

Version	Publication Date	Author	Memo
1.0	2019-07-08	sean.callahan@philips.com	Initial release
5.0		sean.callahan@philips.com	3.3 install
5.1	2019-11-21	sean.callahan@philips.com	Updates on smartcard readers