This document is intended to help users:

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

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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 assign 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 and is an application that is installed on end-user’s computers that 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 what CSIP individuals are able to access/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.

IST Client Installation Packages and Versions

Supported OSs

Currently there are installation packages for supported 32 bit and 64 bit Windows operating systems (XP, Win 7, 8, 10 etc.). Philips InCenter (https://incenter.medical.philips.com), the document distribution platform for Philips, provides the most recent IST Client install packages for all operating systems supported by IST.

Other OSs are added as needed, this list may not be complete. Check your system properties to determine what IST Client install you should use. For example:

![System Properties](image)

Computer System Properties: Windows 7, 64 bit
IST 3 Changes/Updates:
- Netmon service removed, IST 3.2.4 removes the Netmon service used by earlier IST versions
- SGSCP (SafeGuard Smartcard Provider) is no longer be used by the IST Client on PCs for smartcards and can be removed unless required by other applications. Removal is optional.
- ISTTDI driver no longer installed. ISTTDI was created for streaming media and is currently not being used.
- The 64-bit version is a true 64-bit application with 64-bit binaries, not a 32-bit running on a 64-bit platform
- Other bugs fixes and enhancements

IST Installation
A proper install of IST Client starts with a proper un-install of the previous version of IST. Rebooting your machine after an un-install, allows for the proper removal of older drivers that could prevent the install of newer drivers.

An improper or incomplete un-install can cause many issues, e.g. problems decrypting IST documents. It is strongly recommended that you un-install the old versions of IST and then REBOOT prior to installing newer versions of IST.

Contact the GCS Helpdesk (gcs.helpdesk@philips.com) if you are experiencing any IST issues.

SUMMARY: IST Client Installation (See next section for details)
REBOOTING is essential for a successful installation, please follow the instructions below.

You will need
- administrator rights on your system and
- an internet connection to complete installation.

Be aware that your firewall settings could block IST from contacting the IST Servers. If prompts appear to allow IST services to pass through the firewall, you need to allow.

Before you install:
1. [Optional] Remove SafeGuard Smartcard Provider if installed (IST 3 does not require this)
2. If IST is running, Stop IST and uninstall any version(s) of IST and reboot.
3. Download a local copy of the appropriate IST Client for your operating system.
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 system using your proper business email address.
   - NOTE: 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.
7. Request a new certificate and activate.**
   - Your activation code will be sent to the email used in the registration in step 5.

Installation is now complete. Test IST decryption by opening the IST2 Document.

** New accounts created by the registration in step 5 will not be fully functional and have no access rights. If this is a new account, you may need to contact the GCS Helpdesk to get the account activated and the profile updated. If the account already exists, step 5 will allow you to link to the existing account of same email and use the entitlements already provided.
DETAILS: 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 "Add or Remove Programs" (in XP) or the "Programs and Features" (Win 7), etc. located in the Windows Control Panel. Be sure to reboot after the un-install.

1- Remove 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.

2- Remove any IST Client
A- STOP IST CLIENT IF RUNNING
   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.

B- UNINSTALL IST
   Go to the Windows Control Panel and then and remove the Philips IST Client Software
   XP: Add Remove Programs
   Windows 7: Programs and Features

C- REBOOT SYSTEM

3- Download local copy of the IST Install
   Select the appropriate link below, download and save the install file to your desktop. This will help avoid network issues.

   IST Client InCenter Links For All Supported Windows Operating Systems (Vista, XP, Windows 7, 8, 10):
   64bit:  http://incenter.medical.philips.com/doclib/getdoc.aspx?func=ll&objid=9917882&objaction=open

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4-Run IST Install as Administrator
   1. Right click on the install file and “Run as administrator”

   ![Image](image1.png)

   2. Follow the prompts to install. When the installation is complete, reboot your system.

   Be sure to allow IST services to pass through the firewall if prompted.

5- Reboot your system

6- Register your IST Client
   1. Start IST and register

   ![Image](image2.png)

   Go to the Windows Start button and IST will normally be displayed under
   ”Zeppelin Standard Applications > Basic Toolbox > IST” or
   ”Philips > IST”.

   2. Select IST Control Panel, select menu Tools > Registration

   ![Image](image3.png)

   3. Fill in the registration form click OK to submit.

   You must have an internet connection for this step. Please make note of any error that may appear.

   Please refrain from using non-standard characters
   e.g. & á ñ ø û etc.

   ![Image](image4.png)

   Be sure to enter the correct business email address. When complete, you should see "Registration sent to server".
7-Requesting a certificate & Activation (Also 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.

---

**IST 2.0 Test Document**

If you are viewing this document, IST 2.0 decryption is working properly on your computer.

- **Encryption:** IST 2.0
- **Modality:** General
- **Product:** General

If you are unable to view other IST encrypted documents, the most likely cause of the problem is that you do not have appropriate entitlements. IST protects documents based on the modality/product classification of the document and your assigned authorization level. There are three possible authorization levels:
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 3021.

   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 the businesses authorize a driver update on the systems.
To ensure ordering correct part numbers for the reader and the card, please review the following:

**Part Number Reference Table**

<table>
<thead>
<tr>
<th>Original Part</th>
<th>Replaced by Part</th>
<th>Replaced by Part</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart Card Reader</td>
<td>Omnikey 6121 USB 452221042312</td>
<td>Omnikey 6221 USB 459800881401</td>
</tr>
<tr>
<td>Smart Card</td>
<td>Smart card Type SLE66CX322P 452221042332</td>
<td>Service Smart Card 459800881391</td>
</tr>
</tbody>
</table>

**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:

<table>
<thead>
<tr>
<th>P/N</th>
<th>Description</th>
<th>@ Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>4598 010 94651</td>
<td>Smart Card Reader</td>
<td>Contact SPS</td>
</tr>
<tr>
<td>4598 008 81391</td>
<td>Service Smart Card</td>
<td>Contact SPS</td>
</tr>
</tbody>
</table>

**Service Key Required Software/Drivers**
In addition to the IST Client software, HID Omnikey drivers need 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:

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.

<table>
<thead>
<tr>
<th>Operating System (OS)</th>
<th>Driver Description</th>
<th>Direct link to driver</th>
</tr>
</thead>
</table>

**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.

![IST Control Panel](image)

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

![IST Certificate](image)

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)

![IST Control Panel](image)

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. 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:

---

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6.) Pull out the key if inserted. Once the certificate is renewed close the IST Certificate Administration window and plug in 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.

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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.

![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.

![IST Certificate, Status "Ready", "IST Client is running"}

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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). 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.

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 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

**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

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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 Filter Manager Control. 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>

![IST Decryption driver is installed and loaded]

![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>
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.

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

- 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

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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

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.

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
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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
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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.

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