



**National Pharmaceutical Control Bureau
Ministry of Health Malaysia**

USER MANUAL
QUEST 3+ Digital Certificate (USB Token)
Installation, Configuration &
Troubleshooting

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1.0 Introduction

This document is to help QUEST 3+ users to how to use their Digital Certificate in a form of USB Token with QUEST 3+ application.

For QUEST 3+, Digital Certificate is use for the following functions:

1- Digital Certificate Authentication

Digital certificate is used for user authentication to give assurance & provide a means of providing an identity in electronic transactions.

2- Digital Signing

Digital Signing is used to make sure integrity and authenticity of data/form that are submit through QUEST 3+.

2.0 Requirement

The following are the pre-requisites before first time installation can be proceed:

1- Valid Digital Certificate (USB Token)

Only following Digital Certificate Issuer can be used with QUEST 3+:

- a- MSC Trustgate Sdn Bhd
- b- Digicert Sdn Bhd (*only allowed for existing QUEST 3 & QUEST 2 users*)

2- Valid membership QUEST 3+ account

Only approved membership account are allowed to proceed with Digital Certificate Authentication.

3- PC/Notebook with Windows operating system and broadband connection

Only Windows operating system are support driver for USB Token.

4- Supported Internet Browsers

Because of Digital Certificate using JAVA applet on authentication, only following browser are supported (**beta version is not supported**):

- a- Mozilla Firefox version 45 to 51 (32 bit only) . Quest3+ does not support Firefox v 52 & above. [Click Here to download v 51](#)
- b- Internet Explorer 11

5- Java Runtime Environment (JRE)

Recommended to remove/uninstall old version Java before install a new version.

Latest Java version 8 and above can be download at <https://java.com/en/download/>

3.0 Installation & Configuration

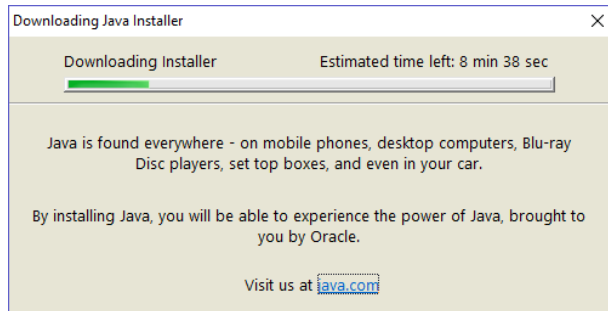
3.1 Install Java Runtime Environment (JRE)

To install JRE please proceed to following step:

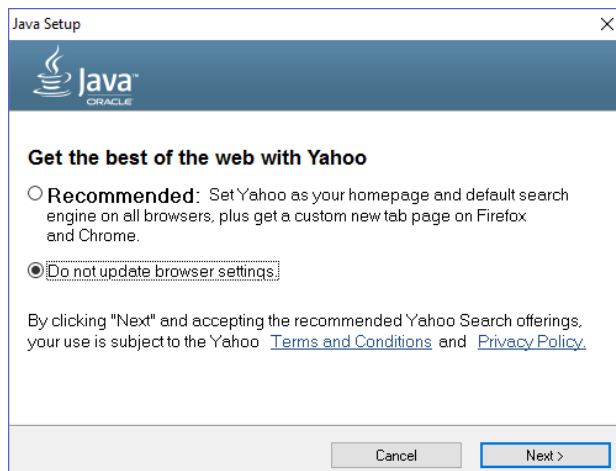
1- Open JavaSetup file



2- Click Install (*please wait while Java being download*)



3- Click Next button



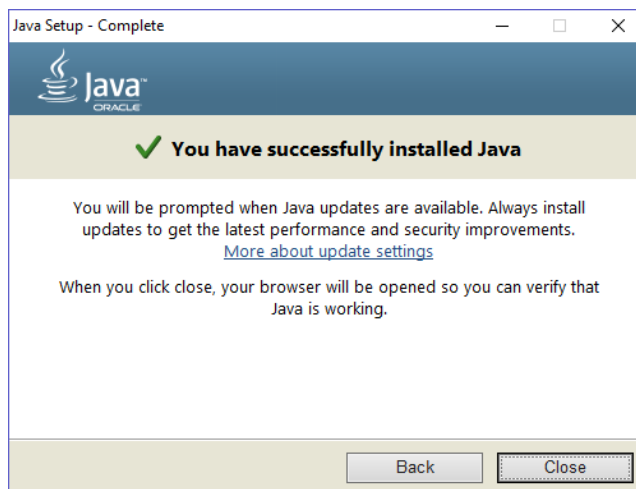
4- Java will be install



5- Click Next button



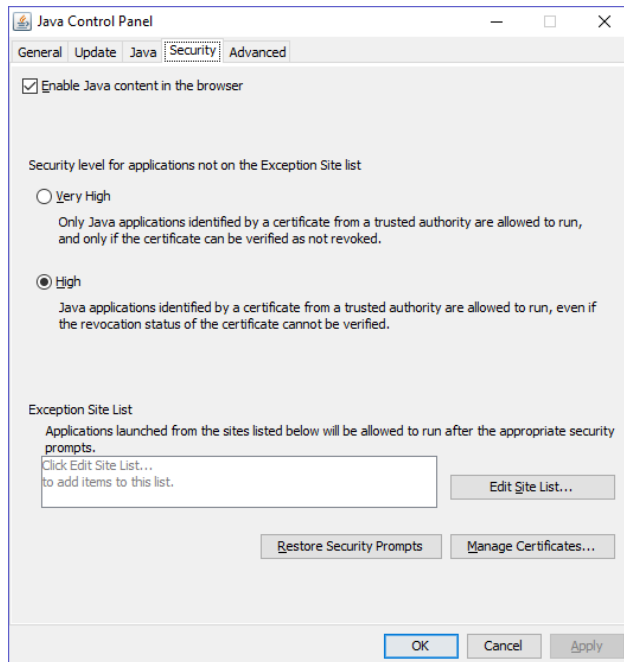
6- Java installation has been success. Click Close button.



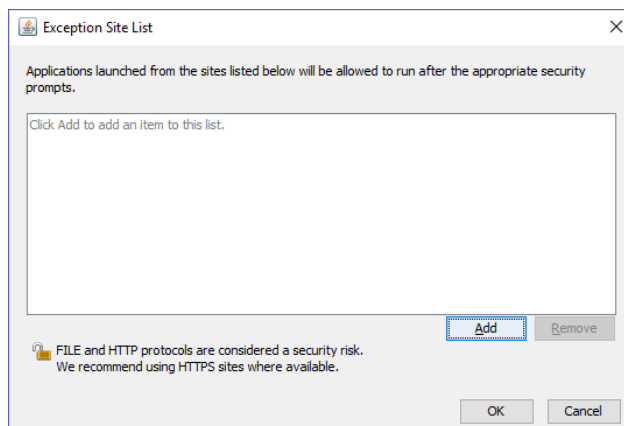
3.2 Configure Java

To configure Java please proceed to following step:

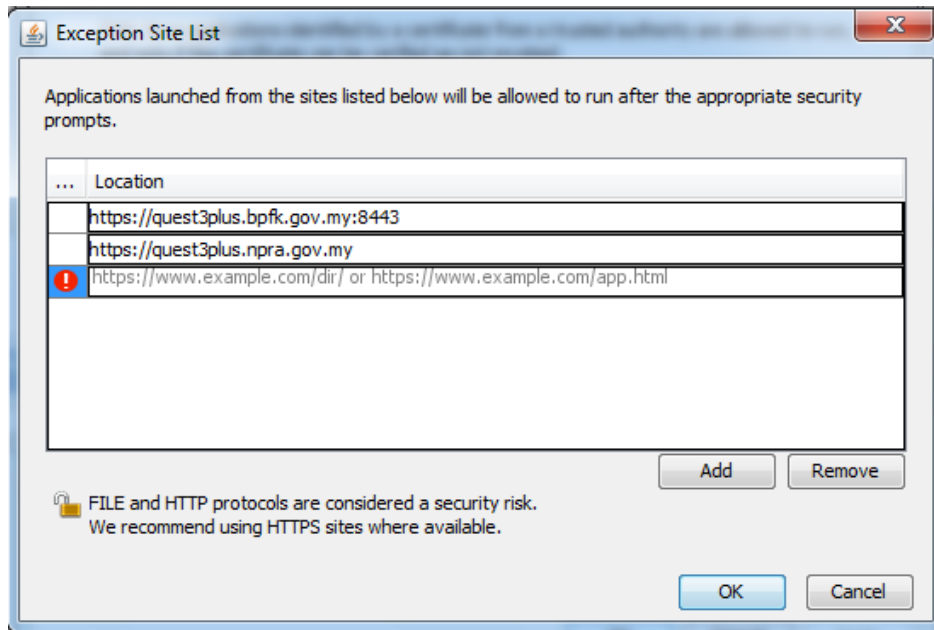
- 1- Open 'Configure Java' app at Windows Application/Program and click 'Security' tab



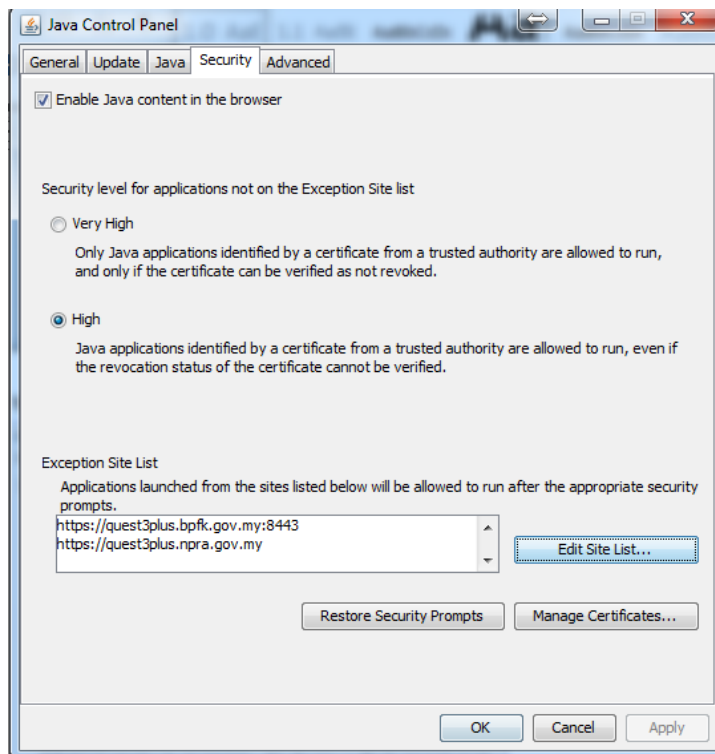
- 2- Click **Edit Site List** button



- 3- Click **Add** button and key-in 2 URL : <https://quest3plus.bpfk.gov.my:8443> & <https://quest3plus.npra.gov.my> . Click **OK** button



4- Your Java Control Panel will look like below. Click **OK** button to finish configuration



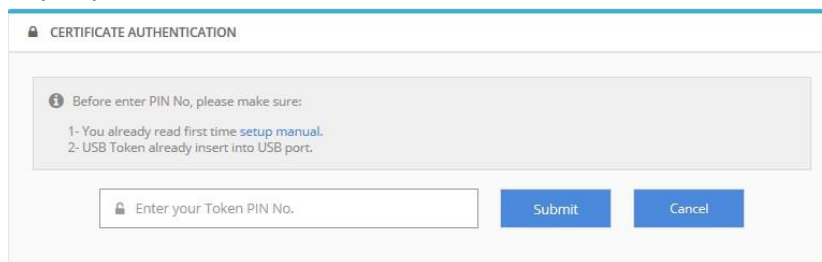
5- Close or restart any opened browser.

4.0 Login to QUEST 3+

4.1 Ready to login

To login for the first time, please proceed to following step:

- 1- Make sure your USB Token already plug-in on your PC/Laptop with Token driver is installed
- 2- Open <https://quest3plus.bpfk.gov.my> on supported browsers
- 3- Key-in a valid Username and Password for QUEST 3+ membership account
- 4- If your membership account is valid, QUEST 3+ will request your Token PIN no. Key-in your Token PIN no.



The screenshot shows a 'CERTIFICATE AUTHENTICATION' dialog box. It contains a message: 'Before enter PIN No, please make sure: 1- You already read first time setup manual. 2- USB Token already insert into USB port.' Below the message is a text input field labeled 'Enter your Token PIN No.' with a lock icon on the left. To the right of the input field are two buttons: 'Submit' and 'Cancel'.

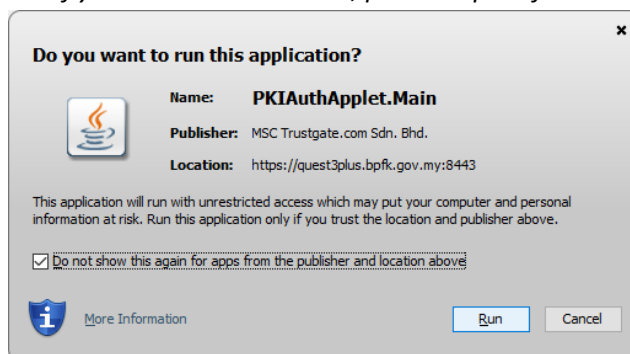
- 5- QUEST 3+ will authenticate your PIN No. Please wait...



- 6- **Tick** on checkbox and click **Run** button.

Note:

- *Recommend to tick the checkbox to avoid this pop-up to show again next time on your login process.*
- *If you click Cancel button, please repeat from step 1 again.*



7- QUEST 3+ will inform you if Digital Certificate on your USB Token is valid.



5.0 Troubleshooting

5.1 Long time loading on Digital Certificate Authorisation progress

There are a few possibility of incorrect configuration if you experience this issue. Please follow below step to fix this problem.

5.2 Java not install or not updated

To verify Java software is installed with latest version:

- a- Go to Java portal at <https://java.com> and click 'Do I have Java?' link



- b- Click **Verify Java version** button

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.



- c- If you install Java properly, this screen will be display

Verified Java Version



Congratulations!

You have the recommended Java installed (Version 8 Update 91).

5.3 Java not configure properly

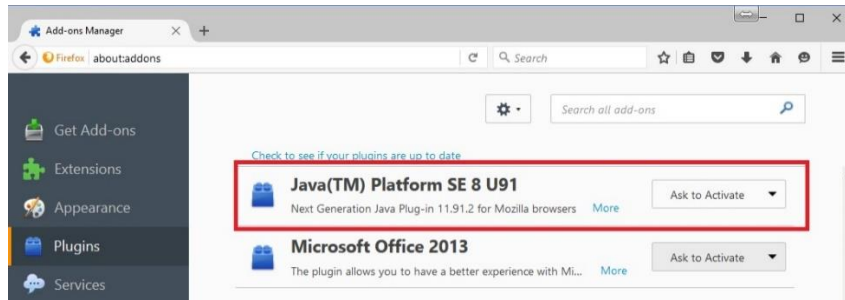
To configure Java, please refer section 3.3 Configure Java above.

5.4 Browser don't have Java Plug-in

Please check if you browser have Java plug-in installed and enable.

For Mozilla Firefox version 45 to 51:

- a- Go to Tools > Add-ons (or click Ctrl + Shift + A).
- b- Make sure Java™ Platform is available and set to Ask to Activate



For Internet Explorer browser version 10 and above:

- a- Go to Tools > Manage add-ons
- b- Make sure Java Plug-in is available

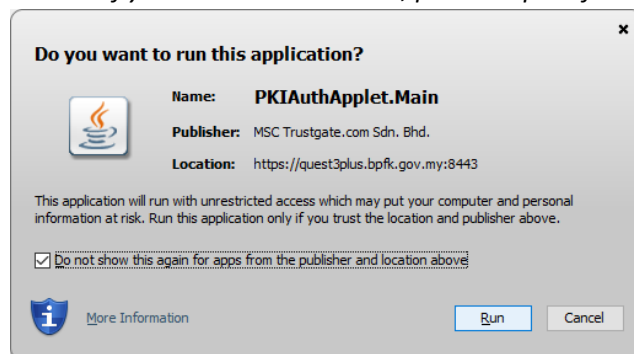


5.5 Allow Java to be run

Make sure you allowed Java to be run when it required any permission.

For example: Click **Run** button

- Recommend to tick the checkbox to avoid this pop-up to show again next time on your login process.
- If you click Cancel button, please repeat from step 1 again.



5.6 Java Application Blocked

If your Java is not properly configure, this screen will be appear



To configure Java, please refer section 3.3 Configure Java above.