

Renew a VeriSign Production Digital Certificate for Market System Access

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1. DOCUMENT HISTORY

Version	Date	Author	Comment
1.0	14/01/2013	SEMO	
2.0	10/02/2016	SEMO	

2. OBJECTIVE

This document outlines the steps to take to renew your digital certificate.

Note:

- 1) This document is based upon Microsoft Internet Explorer screen shots
- 2) Only Microsoft Internet Explorer 8 is supported for Market Systems

3. REQUIREMENTS

Before trying to renew your digital certificate please ensure that the following requirements are met:

- 1. The digital certificate that is due to expire is installed on the computer you are currently using to renew your digital certificate.
- The digital certificate is due to expire within 30 days.
 See Appendix 1 for how to check when your digital certificate is due to expire
- 3. Active X component is installed on the computer you are using to renew your digital certificate. If it's not you will be prompted to install it during the renewal process.

See Appendix 2 for how to set your computer to prompt for Active X installation

4. DIGITAL CERTIFCATE RENEWAL

- 1. Open your Internet browser
- 2. Browse to the following address

https://onsite.verisign.com/services/EirgridAIME/client/userRenewal.htm

3. Select the Internet browser that you are currently using.

Note – Only Internet Explorer 8 is approved for Market Access



Digital ID Renewal

Wait a moment while we take you to the correct renewal page.



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4. Click on the **Renew** button as shown below



4.1 IF ACTIVE X IS NOT INSTALLED

a. You will get the following prompt to install it as shown below.



b. Click on the prompt and select 'Install ActiveX control'.

	Digital ID Renewal - Microsoft Internet Explorer		
	Address 💼 https://onsite.verisign.com/services/EirgridAIME/client/userRenewalMS.ht	tm	
	🕞 Back 🔹 💮 🖌 🗾 🤔 🛃 🛃 Unks 🖹 eBankin	ug 🧃 ECB 🔊 BelC 🍯	MPI MOI ど MA
<	This site might require the following ActiveX control: VisitSign Personal Trust Agent A Install ActiveX Control What's the Risk? Information Bar Help	ActiveX Control' from 'VeriSig	n Inc.'. Click here to instail
	Help with this Page Digital ID Renewal		
	If information above is correct, click Renew to continue.		
	Renew Cancel		
	<u>© 2008,</u> VeriSign, Inc. All rights reserved.	Veri <mark>Sign</mark> Trust	ĩ Network

c. The text box below will be displayed. Click on the install button to install onto your computer.

Intern <mark>et E</mark>	xplorer - Security Warning	×
Do you v	want to install this software?	
	Name: <u>VeriSign Personal Trust Agent ActiveX Control</u> Publisher: <u>VeriSign Inc.</u>	
× More	e options Install Don't Install]
	While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. <u>What's the risk</u>	<u>?</u>

- d. Active X installation
 - a. If ActiveX installs, repeat **step 4**
 - b. If Active X does not install please see Troubleshooting Section 2
- 5. If your digital certificate is installed on your computer and is due to expire within the next 30 days the Verisign Personal Trust Agent will appear as below. All digital certificates that are about to expire will be displayed

Digital ID Renewal - Microsoft Internet Explorer	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	
😋 Back 👻 🕥 👻 😰 🏠 🔎 Search 🛭 👷 Favor	rites 🛷 🍰 🛃 🕄
Address 🔕 https://onsite.verisign.com/services/EirgridAIM	ME/client/userRenewalMS.htm
The Value of Trust"	ollment
Help with this Page	
	Yeri5ign Personal Trust Agent 🛛 🔀
Digital ID Renewal	Select Digital ID
	Please select digital ID
If information above is correct, click Renew to continue. Renew	Cancel
<u>© 2008</u> , VeriSign, Inc. All rights reserved.	VALID DATES 23/07/2007 - 22/07/2008 SEMO@PT_SEMO
	Name Friendly Name Expires
	SEM0@PT_SEMO 22/07/2008
	eriSign Cancel Help

- 6. Click on the **Renew** button
 - c. If you see the message below, click **Cancel** and see **troubleshooting section 3.**

VBScript					×
No Digital IDs Would you like	were found that to Get a Digita	It could	l be used Cancel	with thi	s application.

 Continuing on from step 6, once your have clicked on renew, the following message will appear stating that it is requesting a new digital certificate on your behalf. Click the **Yes** button

🎽 Digital ID Renewal - Microsoft Inte	ernet Explorer
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help
🚱 Back 👻 🕤 👻 😰 🔥 🔎 Se	earch 👷 Favorites 🛛 😥 + 💺 🔜 🔞
Address 🙆 https://onsite.verisign.com/se	ervices/EirgridAIME/client/userRenewalM5.htm
The Value of Trust"	Enrollment
Help with this Page	
Digital ID Rene	ewal
If information above click Renew to contin	is correct, nue.
Renew	Cancel Potential Scripting Violation
<u>© 2008</u> , VeriSign, Inc. All rights reserved.	This Web site is requesting a new certificate on your behalf. You should allow only trusted Web sites to request a certificate for you. Do you want to request a certificate now?
	Yes

8. Another message will appear creating a new RSA private key. Once you click on **OK** your renewed digital certificate will be downloaded to your computer.

🝘 Digital ID Renewal - Microsoft Internet Explorer	
Eile Edit View Favorites Iools Help	
🕒 Back 🝷 💿 👻 📓 🐔 🔎 Search 🛭 😓 Favorites 🛛 🧔	• 😓 🖻 🚷
Address 🙆 https://onsite.verisign.com/services/EirgridAIME/client/userRe	enewalMS.htm
VeriSigne The Value of Trust" Enrollment	
Help with this Page	
Digital ID Renewal	
	Creating a new RSA exchange key 🛛 🗙
If information above is correct, click Renew to continue. Renew Cancel	An application is creating a Protected item.
© 2008, VeriSign, Inc. All rights reserved.	CryptoAPI Private Key
	Security level <u>set</u> to Medium <u>Set Security Level</u>

 Follow Appendix 1 to check that your digital certificate has a new expiry date on it

5. TROUBLESHOOTING

5.1 COMPUTER HASN'T GOT ACTIVE X INSTALLED

If you receive the following screen then your computer has not get Active X installed which is required



1b6

If you continue to get this error, and are sure that you entered all of the information, please contact VeriSign Managed PKI Customer service.

You can find solutions to your technical issues on the <u>VeriSign Knowledge Base</u>, the next generation of on-line customer support.

Please click the button below to try again.

Back

Copyright @ 1998-2002, VeriSign, Inc.

See <u>Appendix 2</u> to set up your computer to prompt for Active X download

5.2 ACTIVEX POP-UP DOES NOT APPEAR AFTER CHANGING SETTINGS

If you make the changes listed and the ActiveX pop-up does not appear, this is likely caused by local administrator settings on your browser or PC. These are in place in many companies with IT networks and you will require someone from your IT department to 'run browser as Administrator'.

Once the browser is in Administrator mode, go to the renewal URL and follow the steps listed.

5.3 NO DIGITAL CERTIFICATE IS LISTED FOR RENEWAL

This is issue has two possible causes:

- 1) Reason 1 The PC you are renewing the cert from, is not he same PC that you downloaded the cert; or
- 2) Reason 2 The Cert has expired. The renewal process only works in the case of certs that are still valid.

In both cases, a new passcode will need to be issued to download a new cert. In the case of Reason 1, if the cert is still valid, a revoke and re-issue will be required or you can wait until it has expired and request a new passcode. Requests to revoke and reissue certificates and requests for new passcodes should be sent to the <u>Markethelpdesk@sem-o.com</u>

APPENDIX 1: HOW TO CHECK DIGITAL CERTIFICATE EXPIRY DATE

- 1. Open your Internet Browser.
- 2. Click on Tools> Internet Options
- 3. Click on the Content tab and select Certificates button



4. Select you digital certificate under Certificates and click on the **view** button

Certificates	3				<u>?</u> ×
Intended pur	pose:	<all></all>			*
Personal	Other Peop	le Intermediate Certificatio	on Authorities Tru	sted Root Certificatio	r ()
Issued T	Ĩ0	Issued By	Expiratio	Friendly Name	
🔛 mi_te	st1	EM-TRAW01	09/02/2008	<none></none>	
Certificate	Exp	ort Remove		Advan	iced
Client Auth	entication			View	\geq
					se

A screen similar to the following will be displayed showing details about your digital certificate. Note the Valid from – to dates as they state you're your digital is due to expire

ertificate		?
General Detail:	s Certification Path	
E Cer	tificate Information	
This certif	icate is intended for the follow	wing purpose(s):
Prote Prove Prove Prote Prote Prote Prote P2.16	ects e-mail messages es your identity to a remote compu- res software came from software (ects software from alteration after res the identity of a remote compu- .840.1.113733.1.7.23.3	uter publisher publication uter
* Refer to t	he certification authority's stateme	ent for details.
Issue	d to: SEMO	
Issue	d by: VeriSign Class 3 OnSite Ent CA - G2	terprise Administrator
Yalid	from 18/06/2008 to 18/06/200	9
🌮 You ha	ave a private key that corresponds	s to this certificate.
,		Issuer Statement
		OK

6. Click on the **Details** tab and click on **Subject** to view registration details about your digital certification.

Certifica	te		? 🗙
Genera	Details Certification I	Path	
Show:	<all></all>	~	
Field		Value	~
E Ver Ser Sig Sig Val	rsion rial number Inature algorithm Iuer Iid from Iid to	V3 47 9e 5b 4b d9 27 0e 46 a7 3a md5R5A VeriSign Class 3 OnSite Enterp 18 June 2008 01:00:00 18 June 2009 00:59:59	
🗐 🗐 Sul	bject	SEMO@SEM-O.COM	
🖃 Pul	blic key	RSA (1024 Bits)	×
E = SEM CN = S OU = W OU = A O = Eir	MO@SEM-O.COM 6EMO www.verisign.com/repos lime grid	itory/CPS Incorp. by Ref.,LIAB.LTD(c)9	96
		Edit Properties Copy to File.	
			ж

The Email address specified here is the address where your expiry notification is emailed to 1 month before your digital certificate expires.

APPENDIX 2: HOW TO SET ACTIVE X PROMPT ON YOUR COMPUTER

- 1. Open your Internet Browser.
- 2. Click on Tools> Internet Options
- 3. Click on **Security>Internet>Custom Level**



4. Scroll down to **Download signed Active X Controls** and check that they are set to **Prompt** as shown below

Security	Settings			? >
<u>S</u> ettings	;:			
Ac Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q	tiveX controls and p Automatic prompt Disable Enable Binary and script t Administrator Disable Enable Download signed Enable Disable Enable Disable Disable	olug-ins ing for ActiveX cor oehaviors approved ActiveX controls	ntrols	
				•
Reset	custom settings to: Medium			zset
		ОК		Iancel

5. Scroll down to the **Run Active X Controls and plug-ins** and check that they are set to **Enable** as shown below

Security Settings	? ×
Settings:	
 Initialize and script ActiveX controls not marked as safe Disable Enable Prompt Run ActiveX controls and plug-ins Administrator approved Disable Enable Prompt Script ActiveX controls marked safe for scripting Disable Enable Prompt Script ActiveX controls marked safe for scripting Disable Prompt Prompt Prompt 	
Reset custom settings Reset to: Medium Reset	
OK Cancel	

6. Click OK when finished

APPENDIX 3. RENEW CERTIFICATE USING IE11

IE8 is the only browser certified for use with the Central Market Systems. SEMO are unable to provide support or assistance if you are using a browser other than IE8. If you experience issues having downloaded a certificate in a browser other than IE8, please contact the market helpdesk and the certificate can be revoked and a passcode re-issued for the certificate to be downloaded in IE8.

In the event that you need to use IE11 to renew a digital certificate, please follow these steps. Please note that SEMO are unable to provide support or assistance if you are using a browser other than IE8 – The **following steps are for informational purposes only.**

1. Load the digital certificate website by clicking on the link supplied by the Market Helpdesk

2. Click on the Tools icon and select Compatibility View Settings.



3. Add the Verisign.com site to the Compatibility View Settings



4. Refresh the webpage and follow the instructions provided to renew your digital certificate.