Instruction – Certum Trusted SSL

Certum Trusted SSL Certificate Activation Guide

version 1.2

Certum by asseco

Table of Contents

1. Product description

An SSL certificate (TLS) is a security protocol certifying the authenticity of a domain and its owner. It encrypts and secures traffic on websites, including the transmission of confidential data that customers enter on your site. Thanks to an SSL certificate all personal data, logins and passwords, credit card numbers and other data of your customers will be secured.

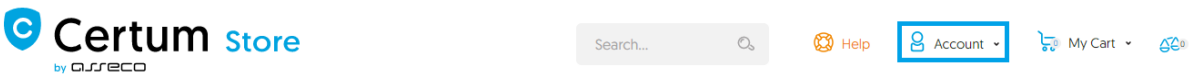
2. Product activation

The guide is prepared using the example of Google Chrome browser and concerns the process of activating the Certum Trusted SSL certificate.

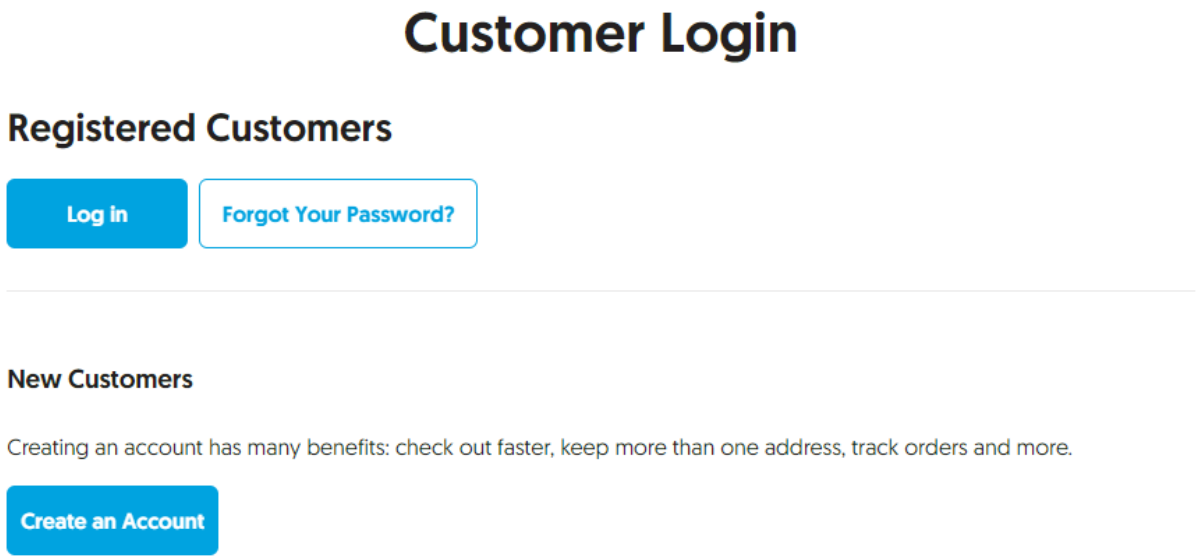
After placing an order in the Certum shop, activation will be available in the Certificate Activation tab (see section 2.2).

2.1. Adding the activation code

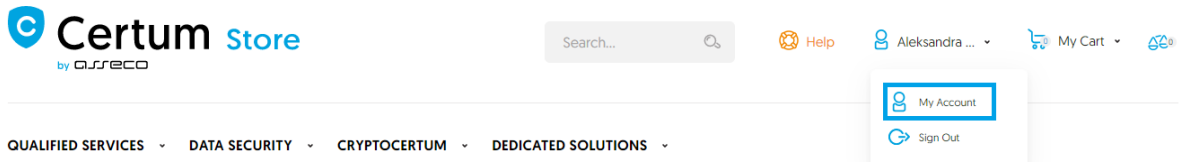
If you want to activate the product from an electronic code received e.g. on your e-mail address - before you begin the activation, add the code in the Electronic Codes tab. To do so, log in to your account on https://sklep.certum.pl



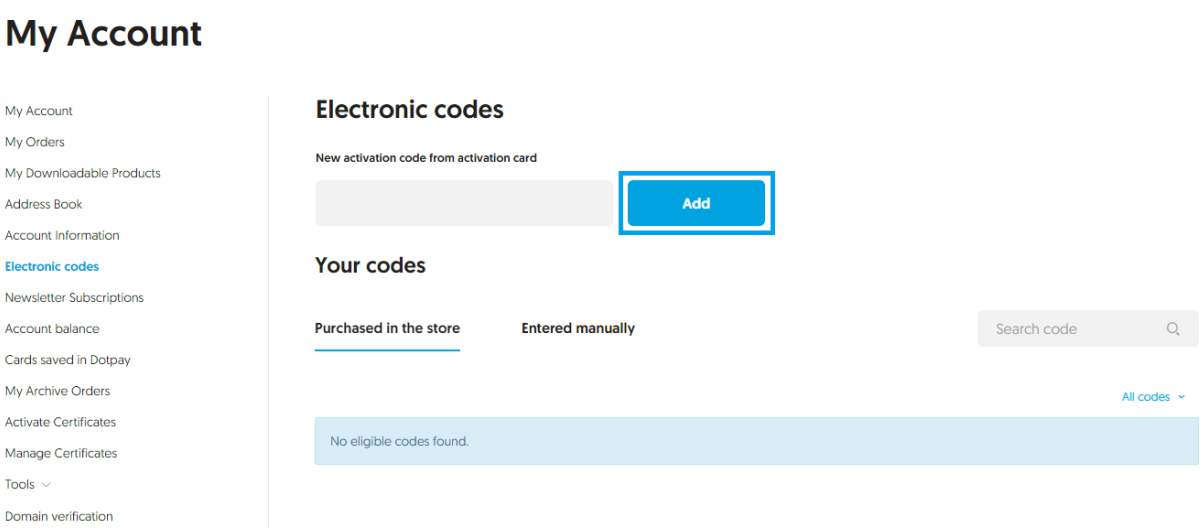
In case you do not have an account, click on the Create an Account button to create one. If you already have an account, select Log in.



After logging in, click on the customer panel - Your Account.



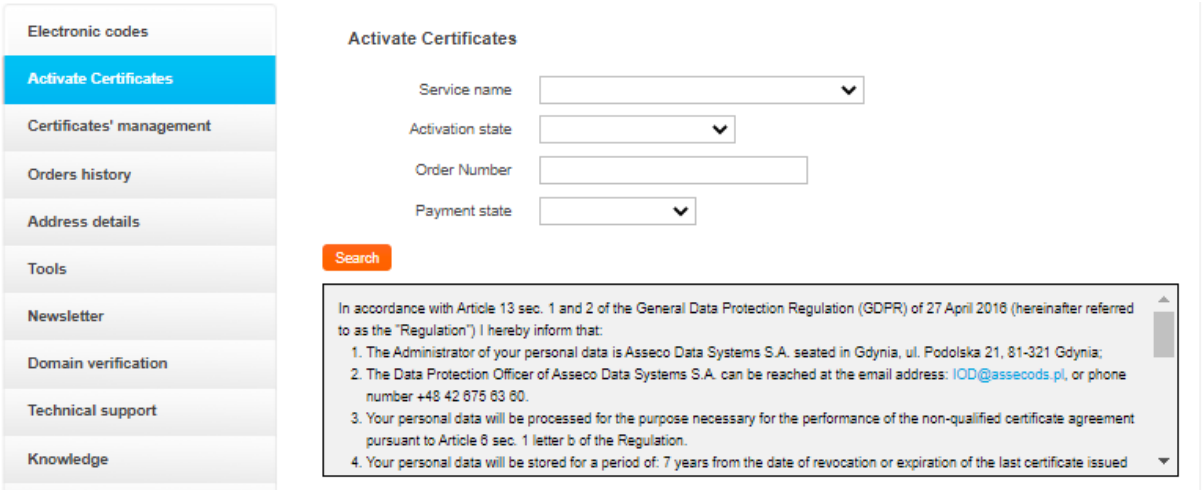
To add a code select the Electronic Codes tab. Enter the code in the Electronic code field and click Add button. Note! Remember that the activation code consists of 16 characters. After entering or copying the code make sure that the number of characters is correct.



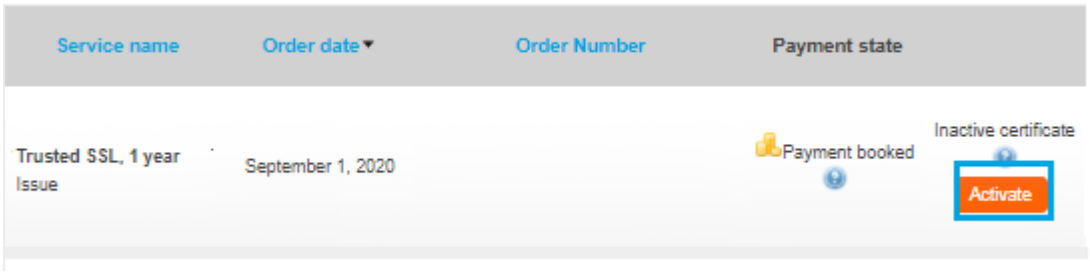
If you enter the code correctly, the product will appear on the list in the Your codes/Entered manually section. After processing the code, go to the Activate Certificates tab (see next point 2.2).

2.2. Start of certificate activation

After placing an order or adding a code to your account, start activation in the Certificate Activation tab.



Find the correct certificate in the list and click Activate.



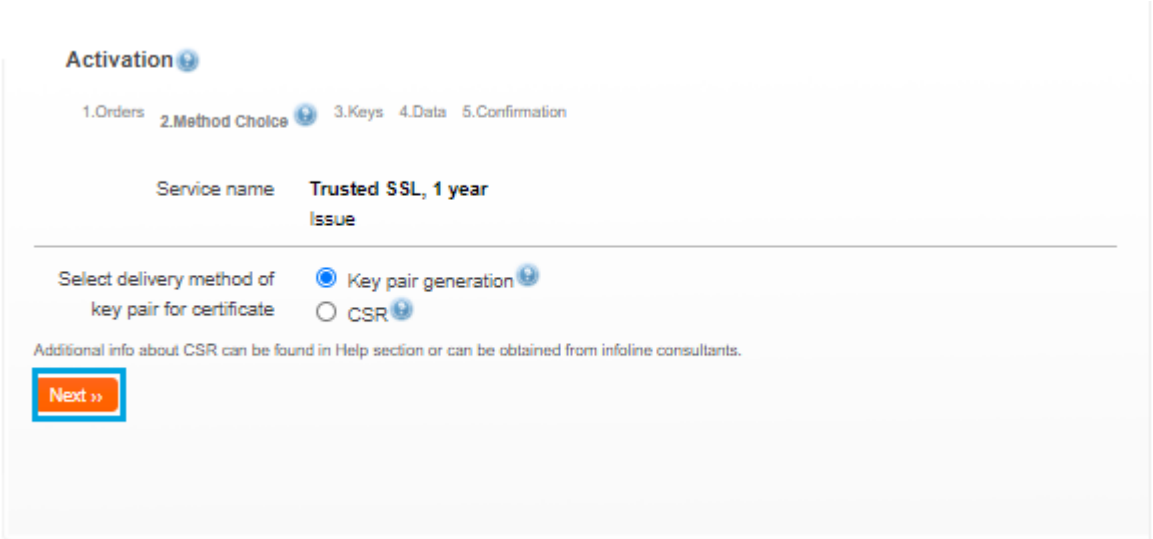
Important! You can select between two methods of certificate activation. We recommend using the CSR method, which will provide you with a certificate file (public part) and a private key. For this method, a CSR request must first be generated:

- either by the server administrator
  or
- via the CSR generator, available in the Certum shop user account.

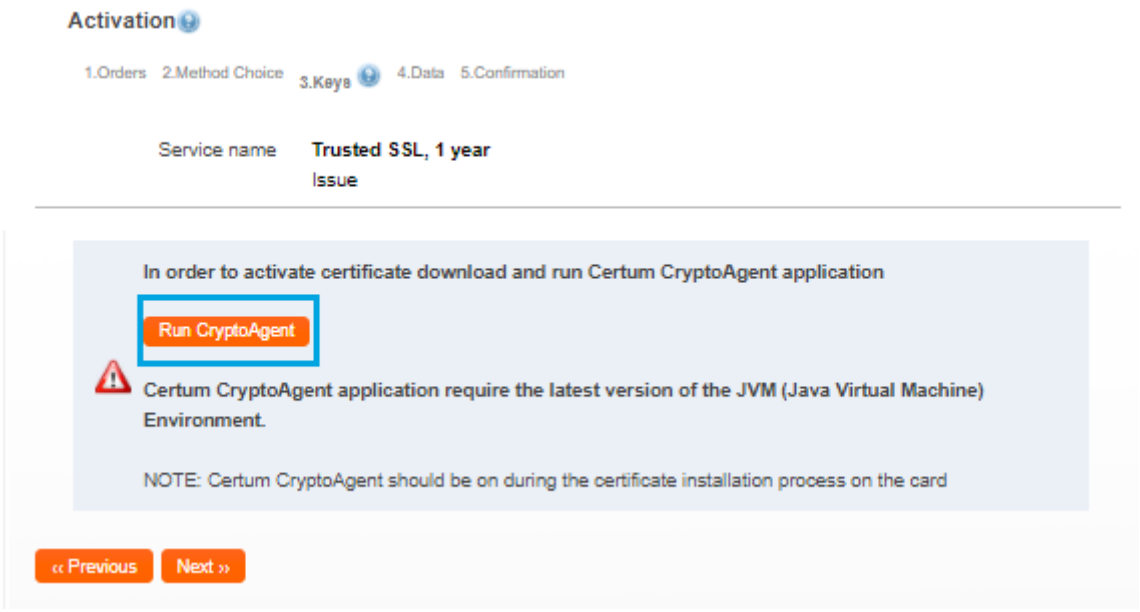
If you need the pfx/p12 file, you can choose the method of key pair generation.

2.2.1. Activation method – key pair generation

If you want to perform the activation using the key pair generation method, click on the Next button.

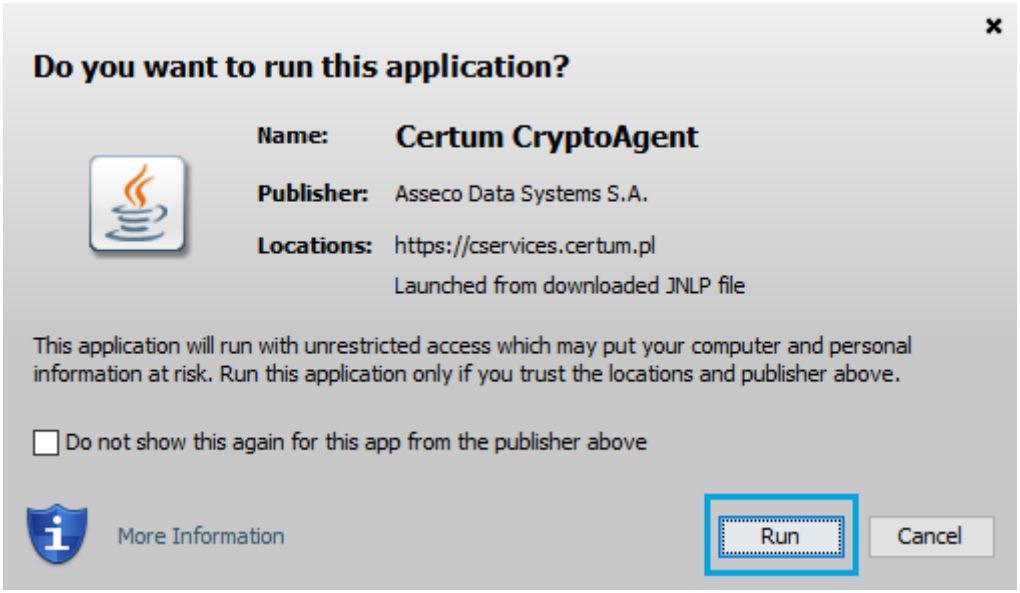


In order to generate the keys, download and run the Certum CryptoAgent app (to run the app you need a Java environment installed on your computer https://www.java.com/pl/).

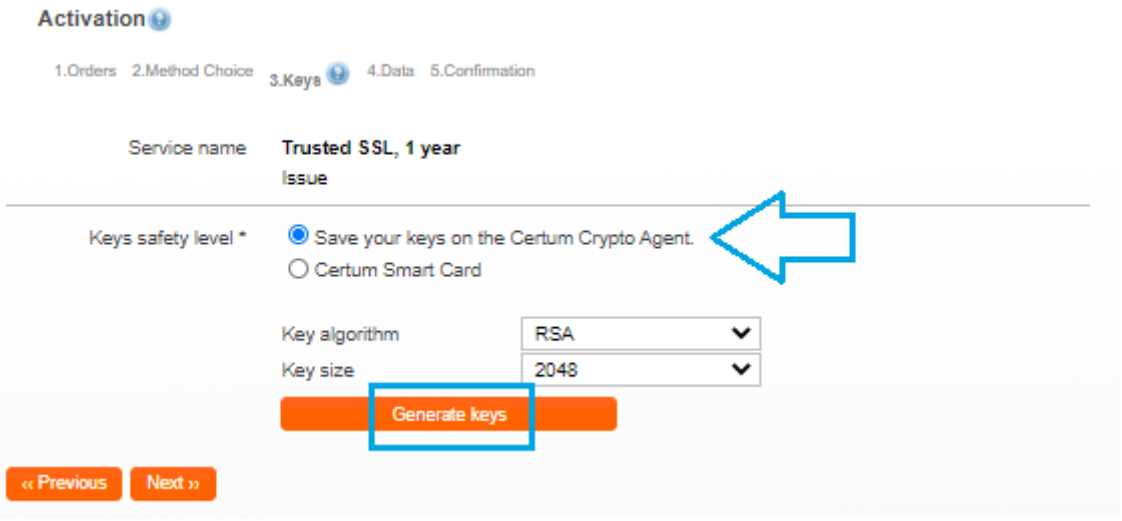


A warning communicate will appear in the bottom bar of your browser, where you can click Save to download the Certum app.

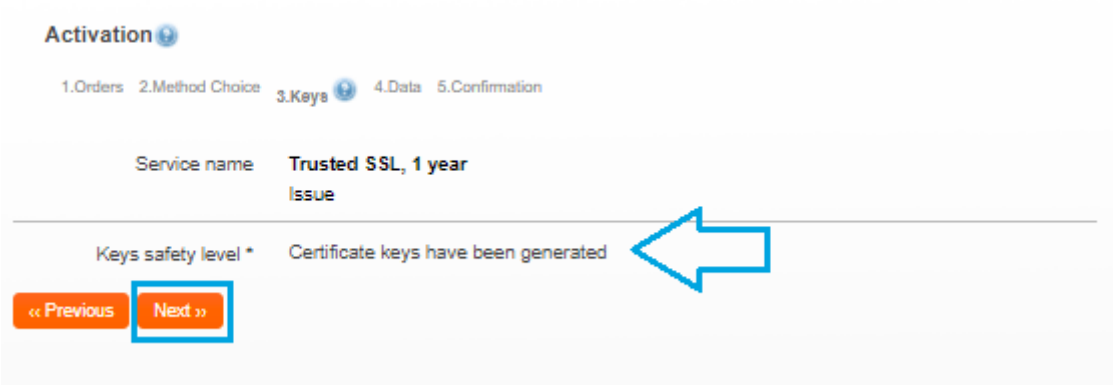
When the Certum CryptoAgent window appears, run the app by clicking Run.



After a short while, the app will run in the background and during the activation process there will be a possibility to save the keys in the Certum app. The default settings, i.e. RSA key algorithm (change to EC possible) and 2048 key length are correct for SSL certificate operation.



After clicking on the Generate Keys button, a message will appear that the certificate keys have been generated. Clicking the Next button will take you to the next activation step (see chapter 3 - Filling in the form during activation).



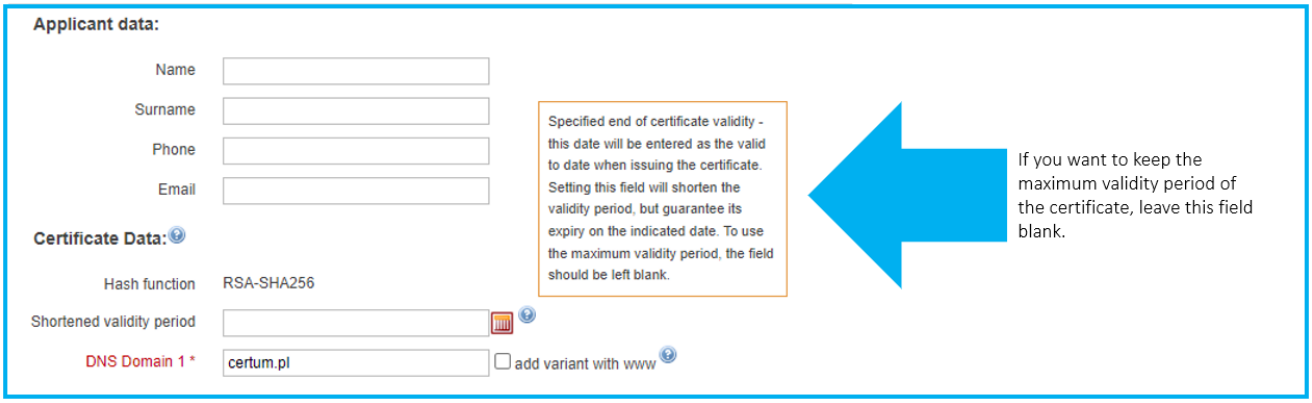
2.2.2. Activation method – CSR request

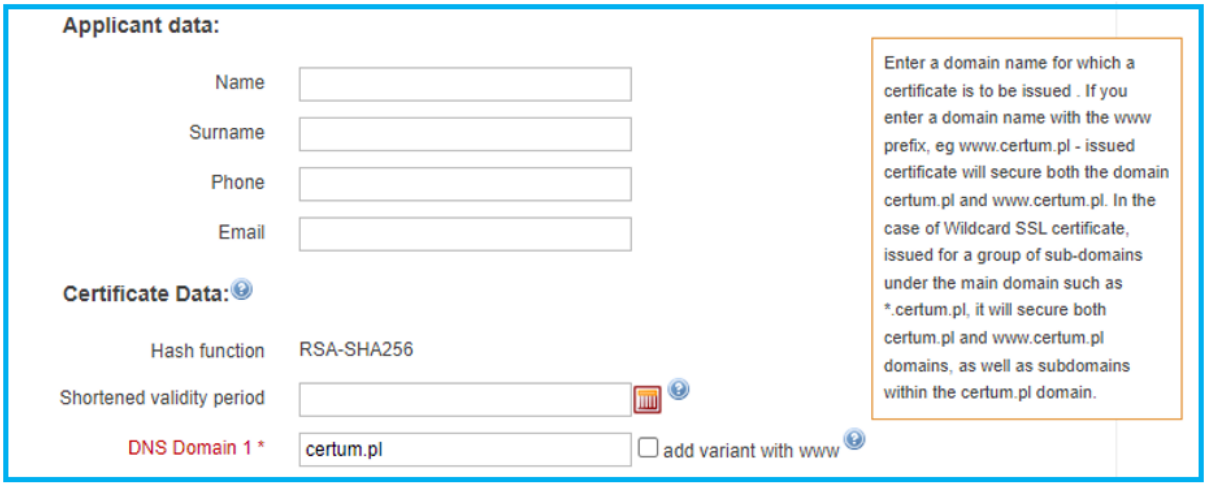
If you want to issue a certificate using the CSR method, use any CSR generator that meets your needs or the Open SSL tool recommended by Certum. Read more: https://www.support.certum.eu/en/what-is-csr/.

3. Filling in the form during activation

In this stage, fill in the form with the applicant's details and the certificate data. In case of using the CSR method, the data entered in the request will automatically be entered as certificate data. Fields with an asterisk (*) are mandatory.

Note! If you want the certificate to secure two variants of the domain (twojadomena.pl and www.twojadomena.pl) enter the name of the website alone in the Domain 1 field and tick the checkbox add the www variant on the right.





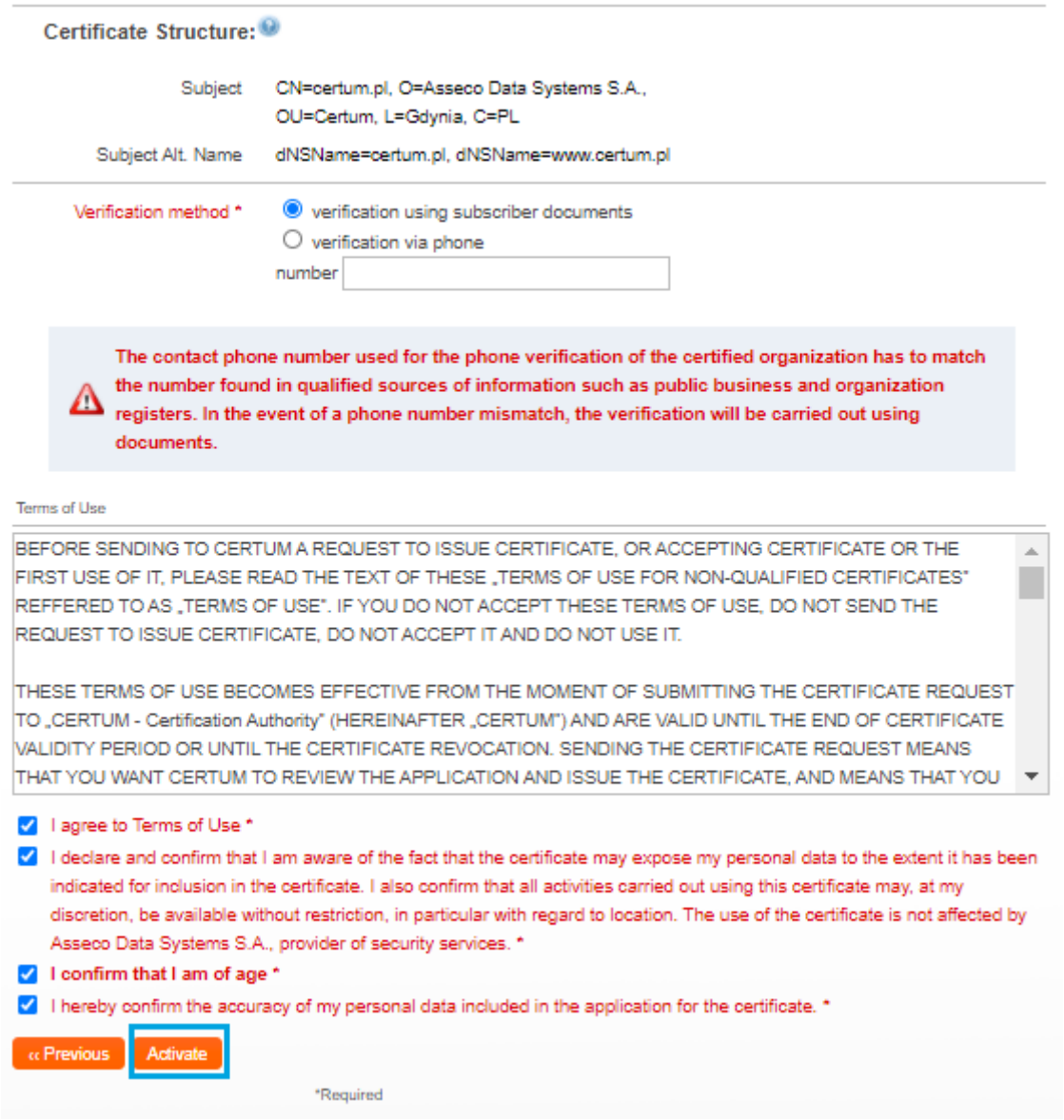
Note: As of October 2021, the FILE verification method is only available for certificates containing only one domain in the order. This method is not available for Wildcard certificates and for single domain certificates with the "www" checkbox checked. If you checked the checkbox next to the "Add www variant" box, the email or DNS method will be available.
Read more: https://www.support.certum.eu/en/technical-news/domain-verification-changes/

In the case of a Wildcard SSL certificate issued for a group of subdomains within the main domain, e.g. *.certum.pl, it will secure both the certum.pl, www.certum.pl domains (without selecting the checkbox) and subdomains within the certum.pl domain. Remember to start your domain name with *.yourdomain.eu

After completing the last step (Confirmation), verify whether the data entered is correct and select the verification method for the person/organization applying for the certificate. There are two possible methods:

- Verification based on documents
- Telephone verification

Finally, select the required consents and statements regarding the terms of use and click Activate.



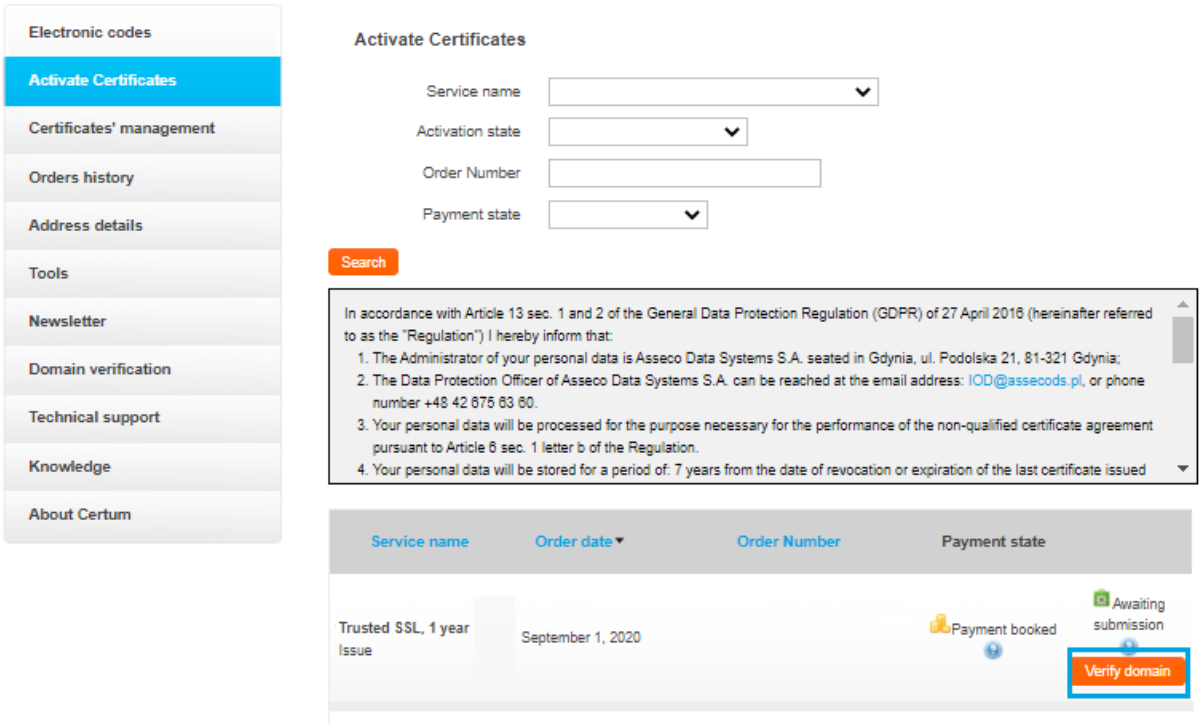
4. Verification of access to the domain

In order for Certum to issue the SSL certificate, the user should prove that they have access to the domain to be secured. The verification of the access to the domain should be performed in ONE of THREE ways:

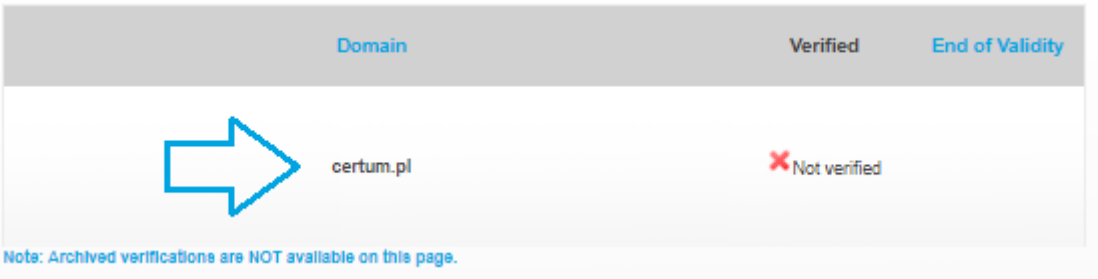
- verification of the e-mail address by confirming the verification link, which will be sent by Certum to the administrator's (e.g.: admin@yourdomain.eu, administrator@yourdomain.eu, webmaster@ yourdomain.eu, postmaster@ yourdomain.eu, hostmaster@ yourdomain.eu),
- verification of the access to the domain by placing on the server a file with a name that the user receives from Certum,
- verification of the access to the domain by creating an appropriate TXT record in the DNS with a name that the user receives from Certum

You can select the method of verification of access to the domain in the Certificate Activation tab. Select the certificate you are interested in from the list and click on the Verify Domain button.

Note! The option to verify the access to the domain will be possible only after the activation of the product. The verification code is valid for 72 hours from the moment of sending, in case the link is no longer valid you can send the code again in the same way as the first code.



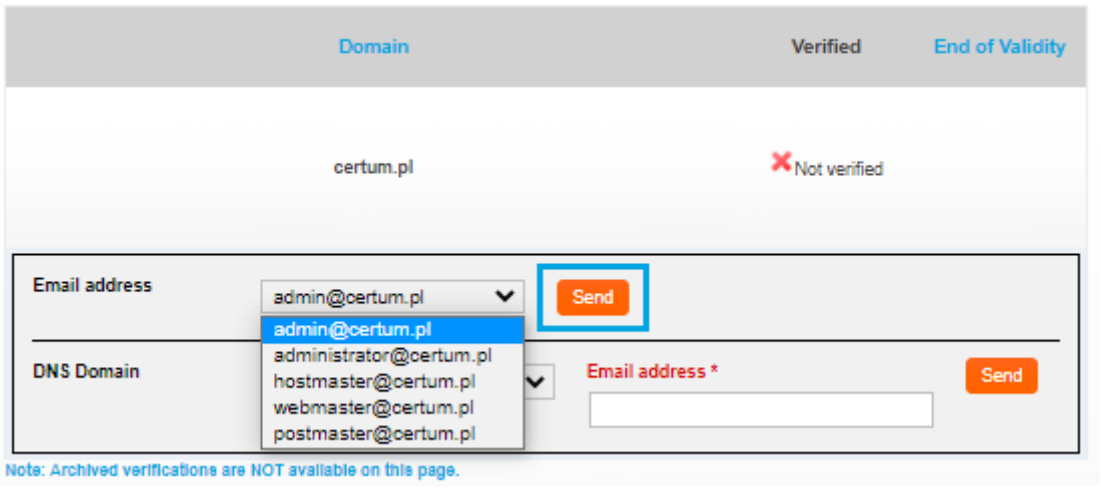
In the next step you will see a list of domains to verify. Click on the domain name you want to verify.



When you click on the domain, the verification methods to choose from will appear.

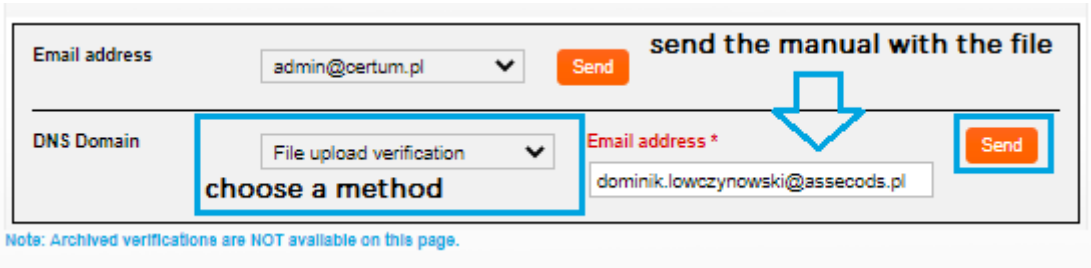
4.1. Verification of the administrator's email address

Using this method, select one from the list of available addresses and send a verification link there. After selecting the address to which we have access, click the Send button. In the email you receive there will be a verification link which you can click on to verify the access to the domain.



4.2. Verification of the access to the domain by placing a file on the server

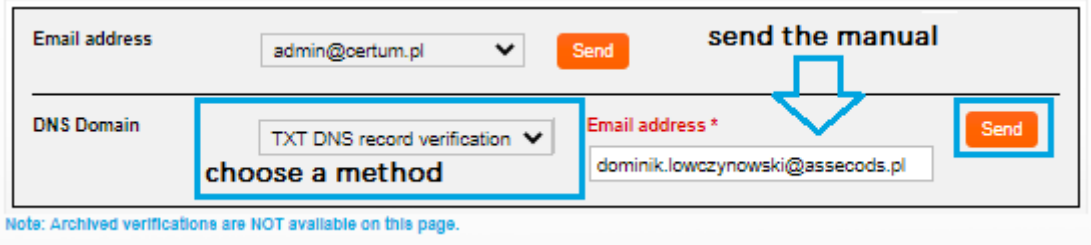
The method consists in placing a special web page on a server supporting the certified domain, and then confirming the change by clicking the link in the message sent to the given email address.
In the Domain section, select verification by placing a file on the server (FILE), enter any email address to which instructions will be sent along with the file.



Place the file (received by email) on your website in the area /.well-known/pki-validation/
After performing the above action, in order to verify the correct placement of the file, click on the verification link from the e-mail - Verify the domain.

4.3. Verification of the access to the domain by creating an appropriate TXT record in the DNS

The method consists in placing an appropriate entry in the TXT record in the DNS for the certified domain, and then confirming the change by clicking the link in the email sent.



The received email will contain an instruction for placing the relevant entry in the TXT record in the DNS for the certified domain and confirming the change by clicking the link given in the email.
Please note that it can take up to 24 hours to refresh/update the DNS entries.

5. Verification of the subscriber's identity

In order to activate the Certum Premium EV SSL certificate, it is necessary to additionally verify the identity of the Subscriber. In the last stage of activation, the user selects one of two verification methods.

5.1. Verification based on documents

List of required documents to be sent:

- confirmation of identity at the Registration Point or at the Identity Confirmation Point (details: https://certum.store/certum-reseller-points-map) or
- notarial confirmation of identity
  or for a quicker issuance
- a copy of the identity document of the ordering person (ID card, passport, driving license, permanent residence card). The copy should be a fully reproduced document (both sides),

The identity can also be confirmed on the basis of a valid qualified certificate issued for the Subscriber by Certum. We would like to inform you that if you choose the identity document copy option, this copy will be used only for the purpose of processing the contract/order and after confirmation of your identity will not be further processed and will be immediately, permanently deleted from our database.

In addition, Certum requires the following to be sent:

- **a paid domain bill or a statement of the domain owner** about the subscriber's exclusive right to use the domain name - only if the domain is not registered in the WHOIS database or information in the database indicates that the subscriber is not the owner of the domain.
- **An employment certificate or authorization/power of attorney** confirming the applicant's relationship with the represented entity (if the person applying for the certificate is not authorized to represent the institution on their own, e.g. on the basis of an excerpt from the National Court Register)

Please send all the documents collected to Certum in one of the following ways:

- by e-mail as a password-protected file to the address: ccp@certum.pl (recommended form),

In order to determine how to transfer your password, please contact the Certum technical support line

- by fax to: +48 91 4257 422
- by post to:

Certum
ul. Bajeczna 13
71-838 czecin

5.2. Verification with AriadNEXT

The entire process is performed using a computer or other device with access to a camera, from a maintenance-free interface. During scanning, the document Data are automatically extracted and analyzed as well as

compared to the Owner's face. The process is based on comparison of a facial image with a photo extracted from an identity document. The biometric solution ensures that the User is present during the identity confirmation. The entire process is live, in real time, and does not require sending documents, they are only scanned during the process to extract the data needed for verification and

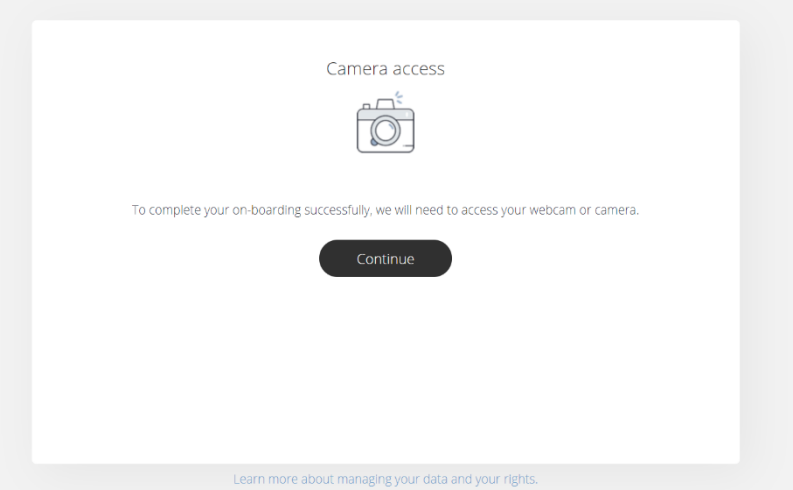
How to start the automatic identity verification?

- User receives a unique link to the indicated email address
- After clicking on the link, the User is taken to the Certum screen on which the Automatic Verification process can be started. The User will then receive a link that initiates verification.
- Depending on the device on which the verification is performed, the process is different.

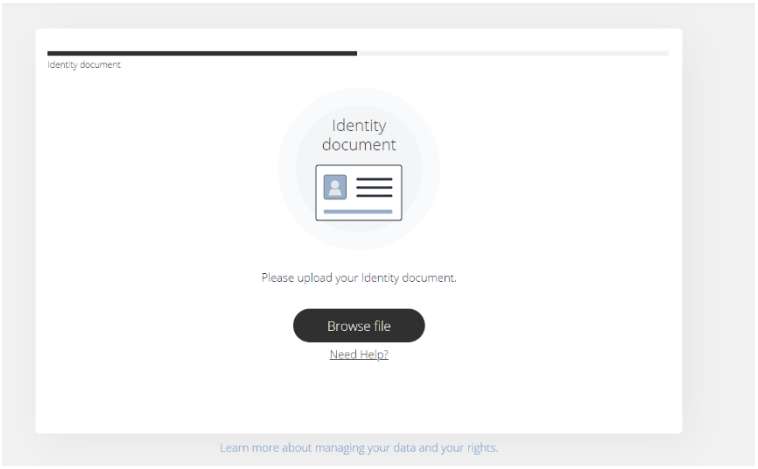
5.2.1.Verification using a computer

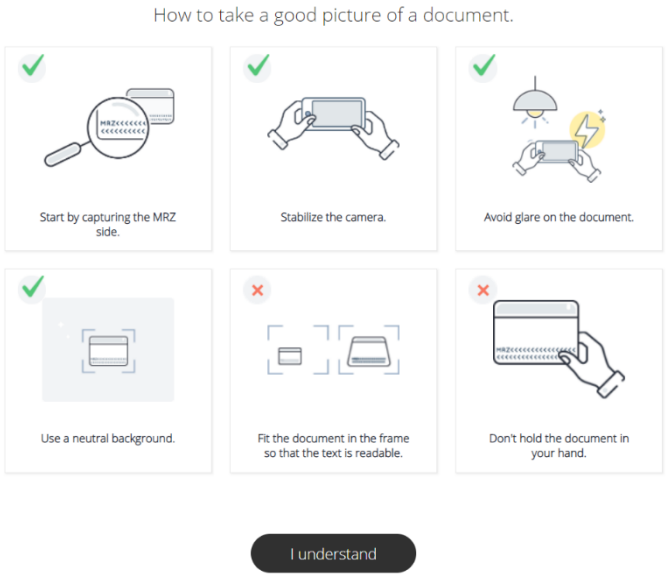
Step 1 — Document verification

After clicking the link to initiate verification, you will be prompted to turn on your camera, so your identity can be verified. Click "Continue" and proceed to the next step.



You will then be asked to upload a photo of your identification document. The photo provided should be taken according to the guidelines provided during the process.

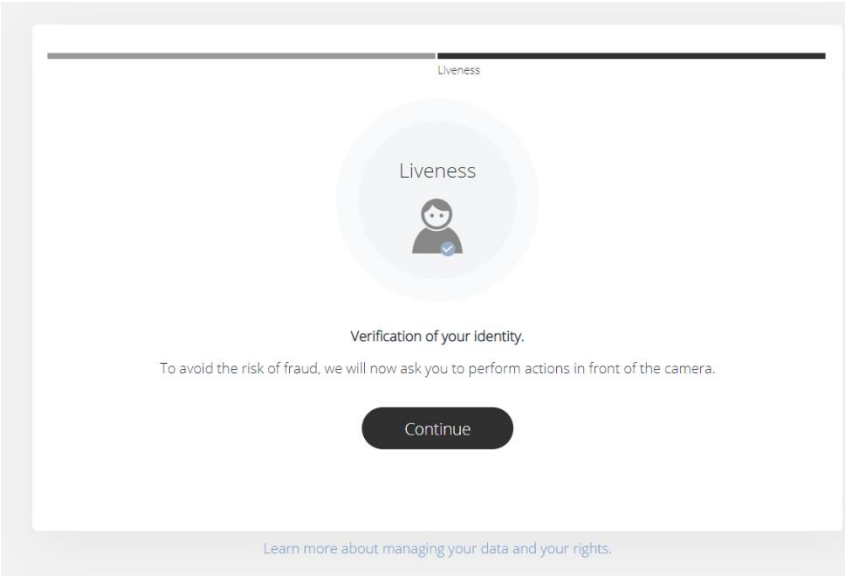




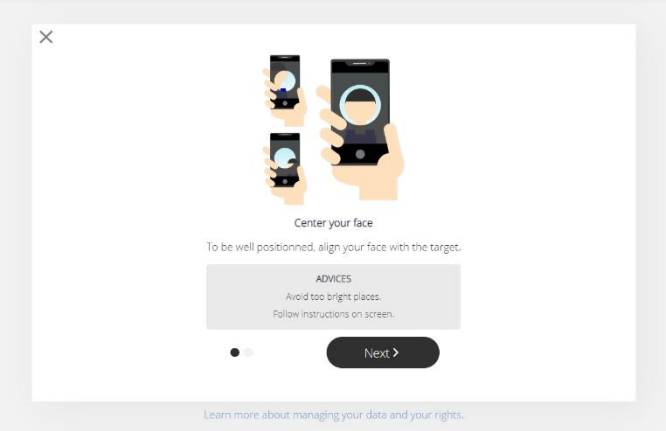
Once the data are submitted, the system will process it for approximately 12 seconds to extract the data from the document. After this process, the document image will be deleted.

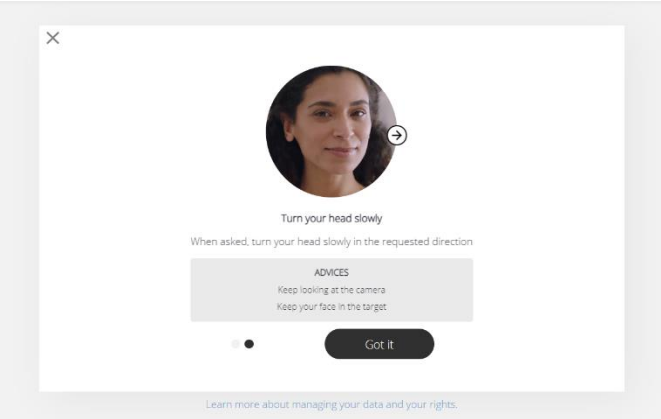
Step 2 — Facial comparison

During this step you will be asked to move your face in front of the camera. This biometric solution will ensure that the User is present during the identity confirmation and is the holder of the document.

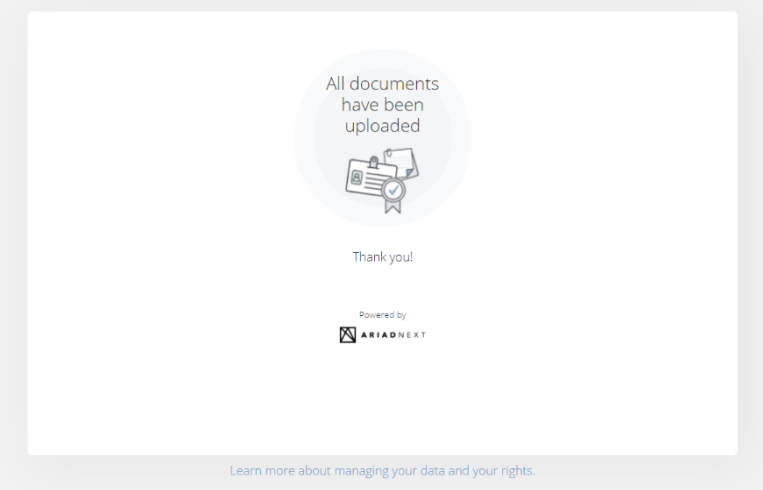


Performing this step requires you to point your face toward the center of the camera and then move your head toward the right side, looking at the camera the entire time.





After completing this step, a screen indicating that the verification was successful will be displayed. Your certificate will be issued shortly.



5.2.2.Mobile phone verification

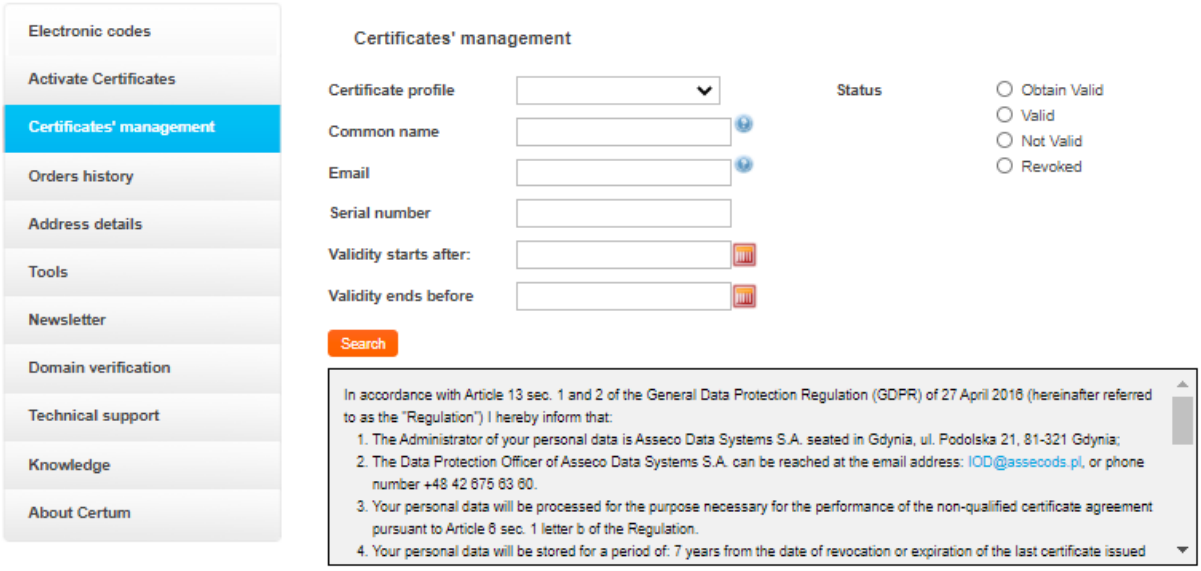
The verification process is similar, but in step one, the user does not provide a pre-made photo but takes one live during the process.

Note: In the case of an order placed by a traditional transfer, it is also necessary to register the payment in order to issue the certificate.

6. Certificate downloading

After correct verification, wait for the certificate to be issued.
Important! In the case of an order placed by a traditional transfer, it is also necessary to register the payment in order to issue the certificate.

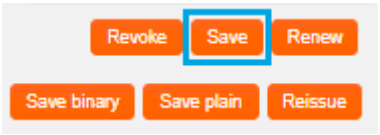
To download the certificate file, log in to https://certum.store/. Issued certificates can be found in the Certificates Management tab.



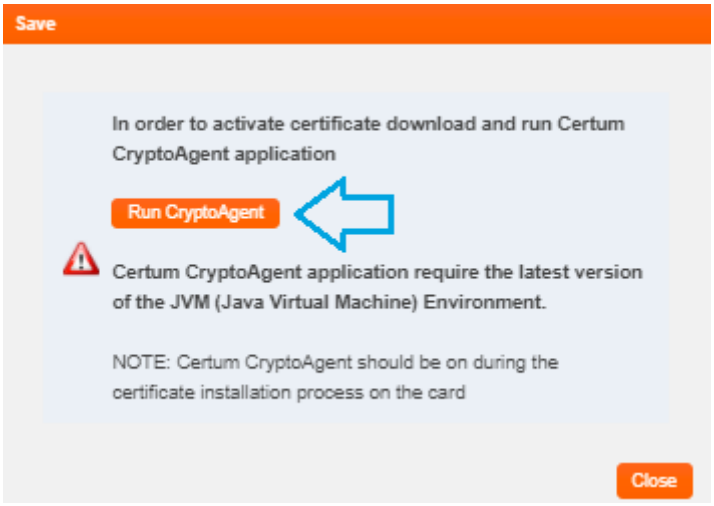
At the bottom of the page there is a list of issued certificates. After clicking on the selected certificate, the available options for the certificate will expand.

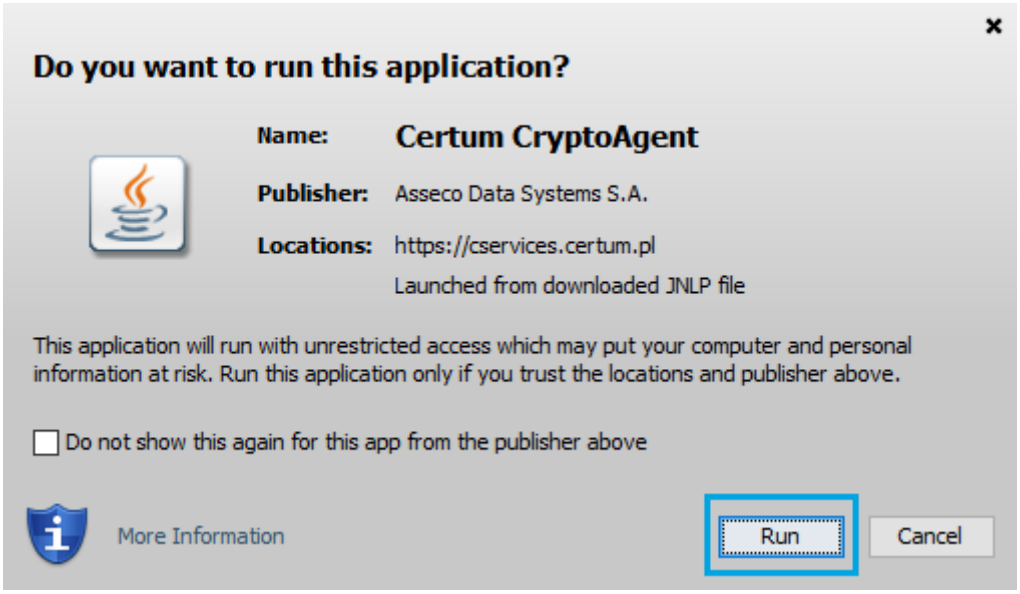
6.1. Downloading the pfx/p12 file after activation via key pair generation

If you have activated the certificate by generating a key pair, after selecting the certificate in Certificate Management click on the Download PFX file button.

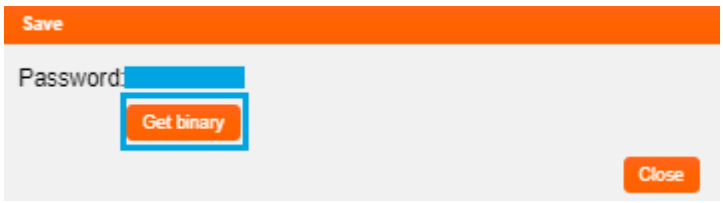


In the next step, run the CryptoAgent app.



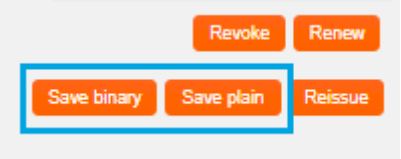


The application will run in the background, and on the website it will be possible to download the certificate. A password will also be generated to the file, which must be saved for it to be possible to access the file. The certificate will be downloaded after clicking on the Save Binary button.



6.2. Downloading the certificate and private key files (CSR method)

If you have activated the certificate using the CSR method, the certificate file (the public part) is downloaded directly from the Certificate Management tab in a binary (.cer - Save binary button) or text form (.pem - Save as text button).



To implement the certificate on the server you also need a private key file (privateKey.pem), which was generated earlier together with the CSR. In case the key is lost, use the Reissue option. This is a re-issue of the certificate.