

Enrollment Guide **for thawte SSL123** **Certificates**

Should you require any assistance, please contact the **Retail Sales Team** at:

E-mail: sales@thawte.com
Tel: +27 21 937 8902
Fax: +27 21 937 8967
Real-time Assistance: http://www.thawte.com/popups/chat/chat_retail.html

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Step-by-Step Guide

The following document is a Step-by-Step Guide for setting up and securing your SSL123 product environment.

Before you start - Make sure you have the Authorizing contact's e-mail address set-up according to required specifications - so as not to delay turn around time. [Click here](#) for more info



Before you start - Generate your CSR and back up your private key. Go to <https://www.thawte.com/support/keygen/index.html> for more information.



Start your online enrollment process here: <https://www.thawte.com/buy/>



The domain you wish to secure will be automatically validated if you comply to certain criteria, go to step 4 of the guide for more information, or [click here](#).



Check the status of your certificate here <https://www.thawte.com/cgi/server/status.exe>



Once issued pick up your certificate and install. See step 6 of the guide for more information or [click here](#)

Before You Start:

Specify Authorizing Contact:

During enrollment you will be asked to select an Authorizing contact. The Authorizing contact will be responsible for approving the SSL123 certificate request during the order process.

The Authorizing contact is specified during enrollment as either the Corporate or Technical contact, and for security reasons must fulfill certain criteria:

1. Match the e-mail address to one of the contacts specified in the Domain registration (please ensure these are 'visible' online)

OR

2. Match a pre-determined e-mail alias with the domain for which you are requesting the certificate. The pre-determined aliases you may use are:

admin@yourdomain.com
SSLadmin@yourdomain.com
sysadmin@yourdomain.com
webmaster@yourdomain.com
administrator@yourdomain.com
SSLadministrator@yourdomain.com
info@yourdomain.com
SSLwebmaster@yourdomain.com
hostmaster@yourdomain.com

Generate Your CSR:

You will need a Certificate Signing Request (CSR) during the enrollment process.

The most important thing you can do to protect your certificate and the security of your website is to Backup Your Private Key!

The CSR (Certificate Signing Request) has to be generated from the server that hosts your website. If you are hosted, please contact your hosting company to obtain a CSR. For instructions on how to generate your CSR yourself, please click on the link below: <http://www.thawte.com/support/keygen/index.html>

We recommend generating a 1024-bit key.

What Will Be Required During the Enrollment Process

Step 1: Please Confirm Your Enrollment Selection

A two year product selection is recommended as it saves you the time of having to renew again after the first. You will also benefit from a price discount.

Step 2: New Certificate Signing Request (CSR) Required

Paste the CSR you generated into the block provided. Please include the full BEGIN and END lines, with dashes, as generated by your software e.g.

```
-----BEGIN CERTIFICATE REQUEST-----
MIIBzDCCATUCAQAwwYsxFDASBgNVBAMTC21lbGFuaWUuY29tMQswCQYDVQQGEwJV
UzEXMBUGA1UECBMOTm9ydGggQ2Fyb2xpbmExEDAOBgNVBACTB1JhbGVpZ2gxHjAc
BgNVBAoTFU1lYWxuaWUgQ29uc3VsdGluZyBjYzEhMBkGA1UECXMVSVGVzdGluZyBE
ZXBhcnRtZW50MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQCs3Zt3rS2yBvPz
YNcRQ501LGfBo/jl+2gyJFqi5ViU9X+8tKv94E/G9OoPjtFz++nCXWuQ25Z/6RF/
zYU8mKET+bx7kpXfi/PwFIdqf+uQ3uMUHEmgMqbvlgpR9L3qVFFNeSdIFE75apN
MB5kb+Mfkt8dqi+/E2uJIT3Ac1elnwIDAQABoAAwDQYJKoZIhvcNAQEEBQADgYEA
fE+gl/ee7WBr4ZSIIdQk/CJyOp8BwWlezG80PytaUAFS5jkwU6bhiMMRxuXmf4Wxp
IHYw47ZBDPV0aJsvPw0V3iMaPmgkZ0PRTsnMmWx5vrgswN1QMzUZCS1nxvDgYRSu
kzWe1Hp1zCfzyPGvWywf/PyM8DiWJVEKGzG/TsqiPI=
-----END CERTIFICATE REQUEST-----
```

Step 3: Intranet Certificates

You will also be required to choose whether your certificate will be used for an intranet or internet environment

The requirements for requesting a SSL123 certificate for an **internet environment** are:

- the requested domain is for a Fully Qualified domain name (FQDN)

The requirements for requesting a SSL123 certificate for an **intranet environment** are:

- the requested domain is **not** a Fully Qualified domain name (FQDN),
or
- if the IP address for which the cert is required is within the accepted range of internal IP addresses according to RFC 1597.

Step 4: Additional Licenses

Additional licenses are required to secure multiple servers with one certificate. This option should only be used if you have the exact same domain name running across different servers, for load balancing purposes for example.

Step 5: Select the Web Server Software

Please choose your Web Server software platform.

Step 6: Select Your Currency

An online invoice will be available via the status page in your chosen currency. Follow this link to go to the status page: <https://www.thawte.com/cgi/server/status.exe>

Step 7: Payment Information

You may only pay by credit card. Brands we accept include: Visa, MasterCard, American Express and Discover Financial Services.

Step 8: Contact Details

You will be required to fill in the details for the Corporate, Technical, and Billing contact.

An Authorizing contact is required to approve the order and may either be the Corporate contact or the Technical contact.

It is important that you select the Authorizing contact carefully so that it fits in with our criteria detailed on the following page. The turn around time of the certificate issuance is dependent on their confirmation of the order request.

The e-mail alias selected must fulfill certain criteria:

1. Match the e-mail address to one of the contacts specified in the domain registration (please ensure these are 'visible' online)

OR

2. Match a pre-determined e-mail alias with the domain for which you are requesting the certificate. The pre-determined aliases you may use are:

admin@yourdomain.com
SSLadmin@yourdomain.com
sysadmin@yourdomain.com
webmaster@yourdomain.com
SSLadministrator@yourdomain.com
administrator@yourdomain.com
info@yourdomain.com
SSLwebmaster@yourdomain.com
hostmaster@yourdomain.com

Step 9: Provide Privacy Protection Password

During the online enrollment you will be asked to agree to the Thawte Subscriber Agreement. To make sure you – or your legal advisor – are aware of the contents of the agreement – please retrieve a copy here:

http://www.thawte.com/repository/pdf/thawte_retail_SSLagreement_26May.pdf

Once You Have Completed the Enrollment

Free Reissues:

thawte customers can request a reissue at no charge for the lifetime of the certificate.

The reissued certificate will retain the original expiry date. The reissue must be requested for the same product as the initial certificate.

The only information that can be changed upon a reissue is:

- Changing ISPs or hosting companies
- Loss of Private Key
- Upgrading/changing servers throughout the lifespan of your certificate
- Adding, removing or changing a host name (i.e. from www to secure)

For more information on reissues click on the following link: www.thawte.com/reissue

Installing Your Certificate:

The Technical Contact that is listed in the certificate will receive an e-mail when the certificate is issued directing them back to the Status Page to download the certificate onto the server.

Useful URLs

- For the invoice of your order please click here:
<https://www.thawte.com/cgi/server/status.exe>
- For support on your web server please click here:
www.thawte.com/support/software/index.html
- For general support please click here:
<http://www.thawte.com/support/>