



**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.
2. 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 CERTIFICATE 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.

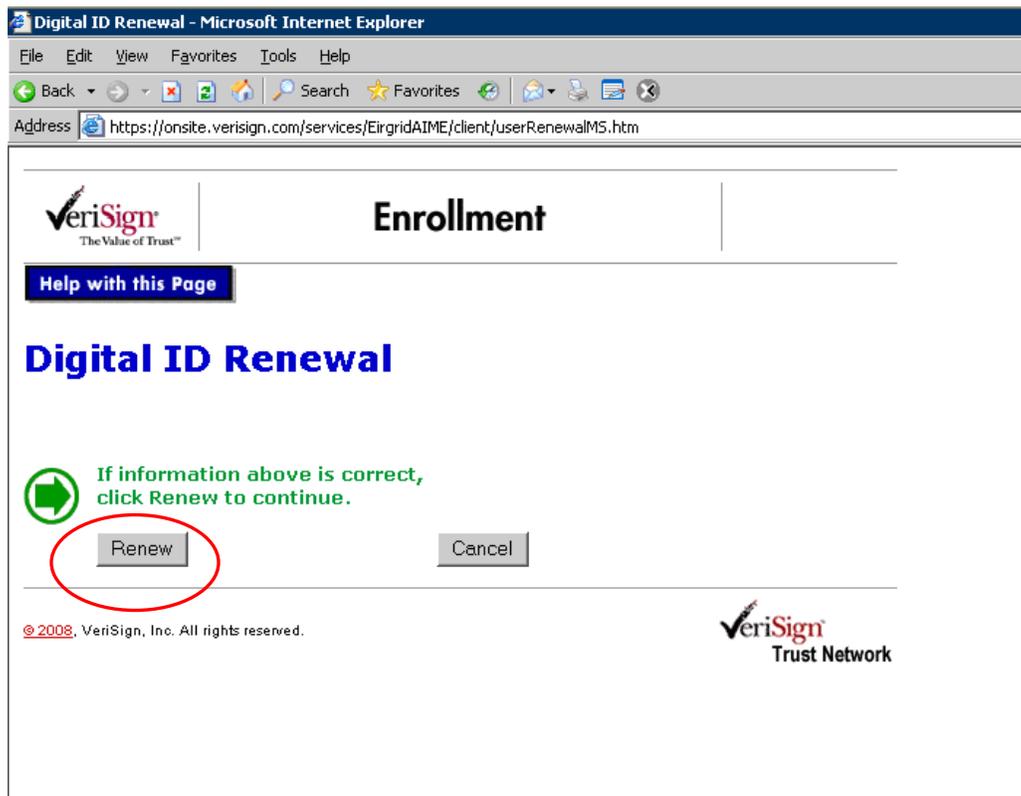


[For Microsoft Internet Explorer](#)



[For Netscape](#)

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



Digital ID Renewal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print

Address <https://onsite.verisign.com/services/EirgridAIME/client/userRenewalMS.htm>

 **Enrollment**

Help with this Page

Digital ID Renewal

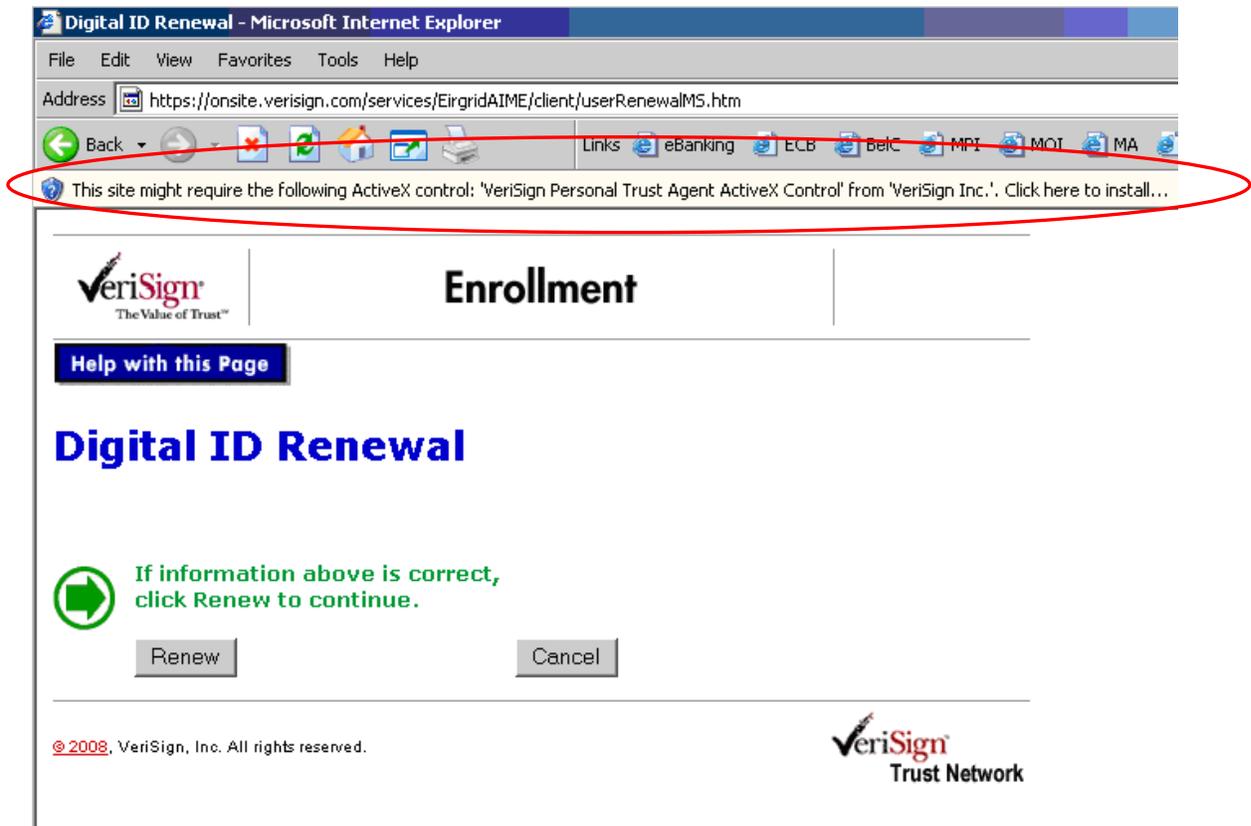
 If information above is correct, click **Renew** to continue.

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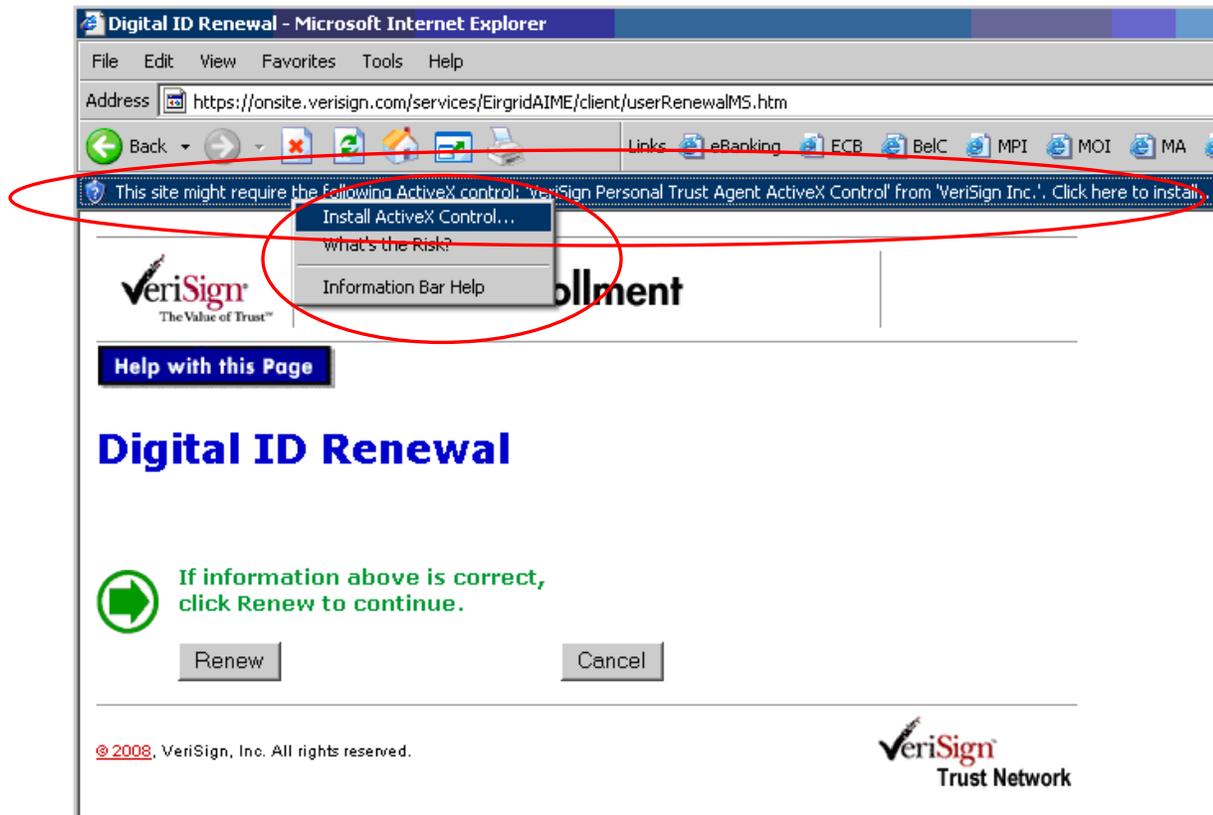


4.1 IF ACTIVE X IS NOT INSTALLED

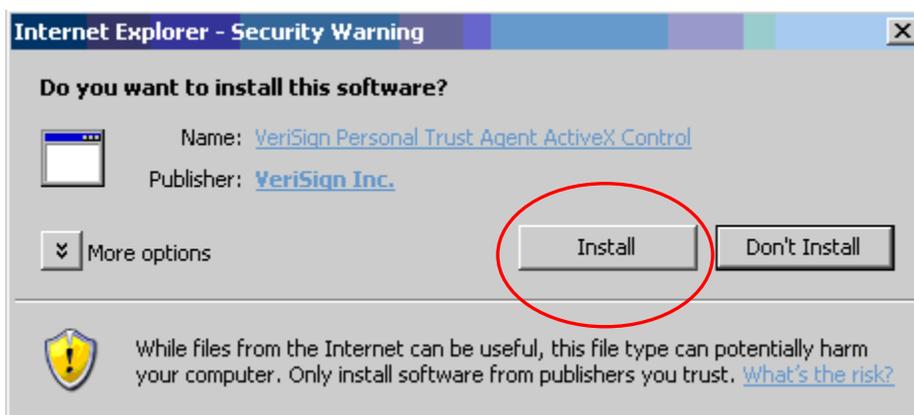
- a. You will get the following prompt to install it as shown below.



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



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



- 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

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://onsite.verisign.com/services/EirgridAIME/client/userRenewalMS.htm>

VeriSign
The Value of Trust™

Enrollment

Help with this Page

Digital ID Renewal

If information above is correct, click Renew to continue.

Renew Cancel

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VeriSign Personal Trust Agent

Select Digital ID

Please select digital ID

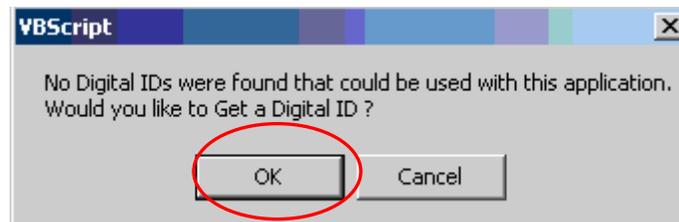
VALID DATES
23/07/2007 - 22/07/2008
SEMO@PT_SEMO

Name	Friendly Name	Expires
SEMO@PT_SEMO		22/07/2008

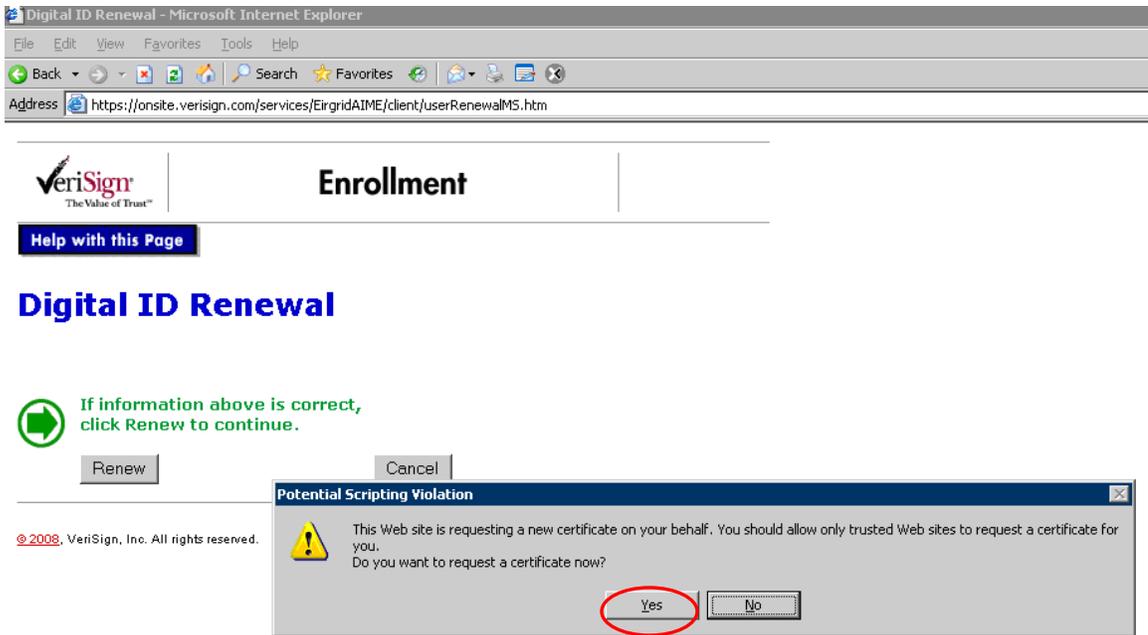
Always use this Digital ID to login to this Web site

VeriSign Renew Cancel Help

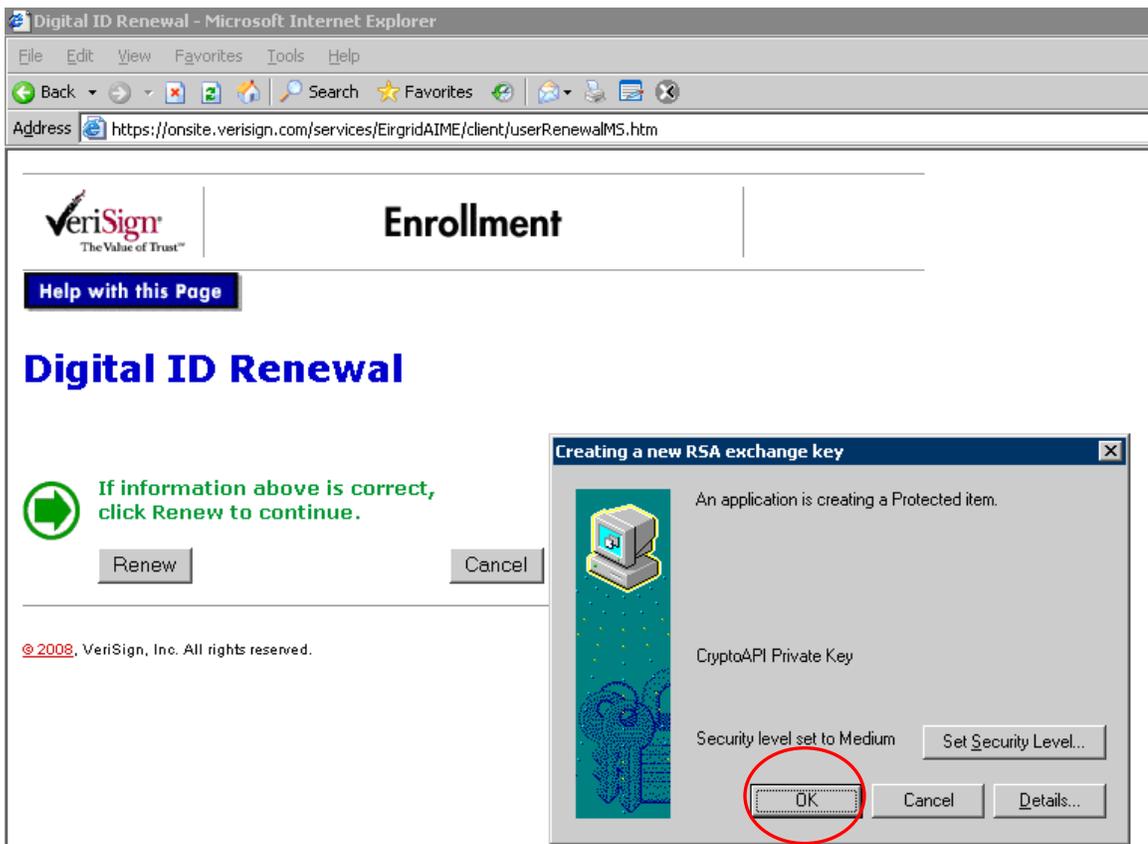
6. Click on the **Renew** button
 - c. If you see the message below, click **Cancel** and see **troubleshooting section 3**.



7. 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



- 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.



- 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



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 [VeriSign Knowledge Base](#), the next generation of on-line customer support.

Please click the button below to try again.

[Back](#)

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See [Appendix 2](#) 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 issue has two possible causes:

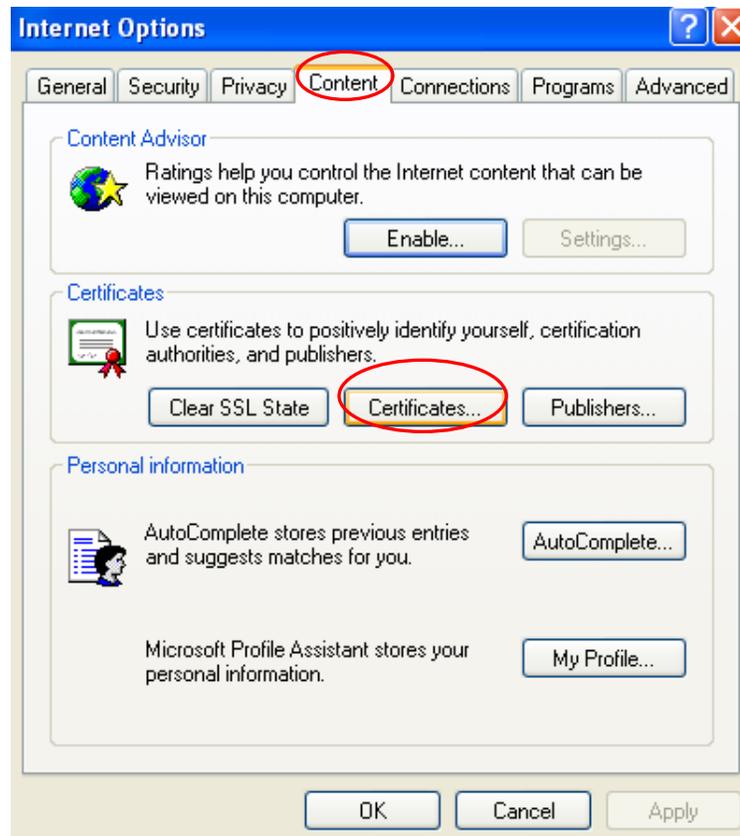
- 1) Reason 1 - The PC you are renewing the cert from, is not the same PC that you downloaded the cert; or
- 2) Reason 2 - The Cert has expired. The renewal process only works in the case of certs that are still valid.

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

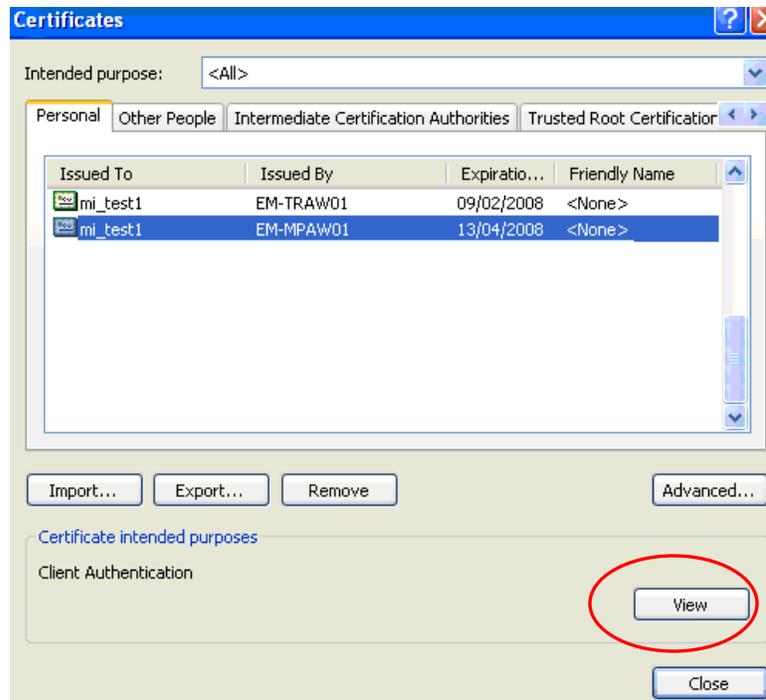
required or you can wait until it has expired and request a new passcode. Requests to revoke and reissue certificates and requests for new passcodes should be sent to the Markethelpdesk@sem-o.com

APPENDIX 1: HOW TO CHECK DIGITAL CERTIFICATE EXPIRY DATE

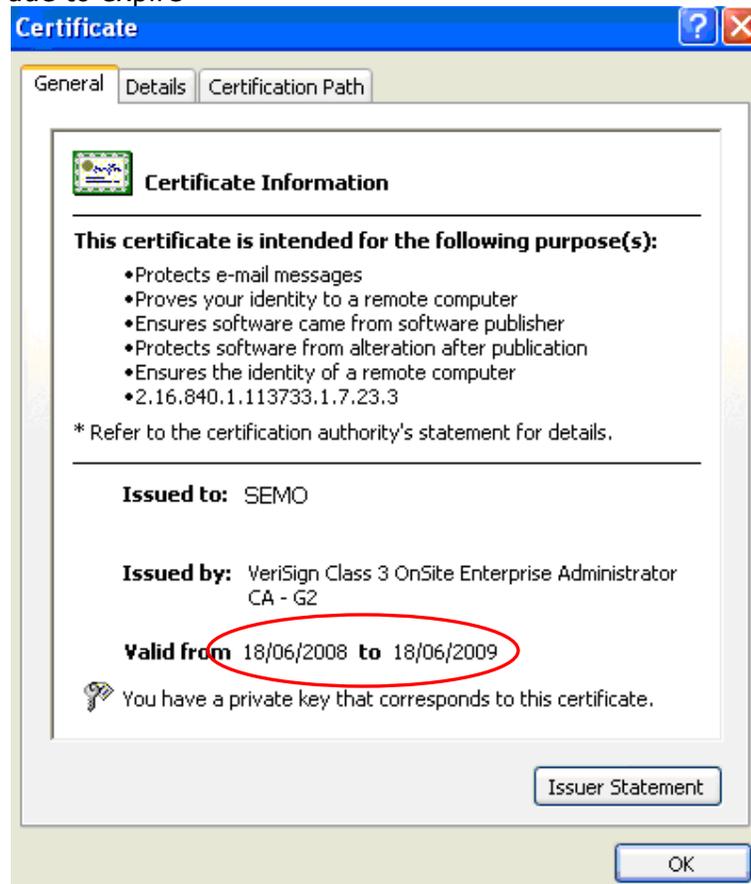
1. Open your Internet Browser.
2. Click on **Tools> Internet Options**
3. Click on the **Content** tab and select **Certificates** button



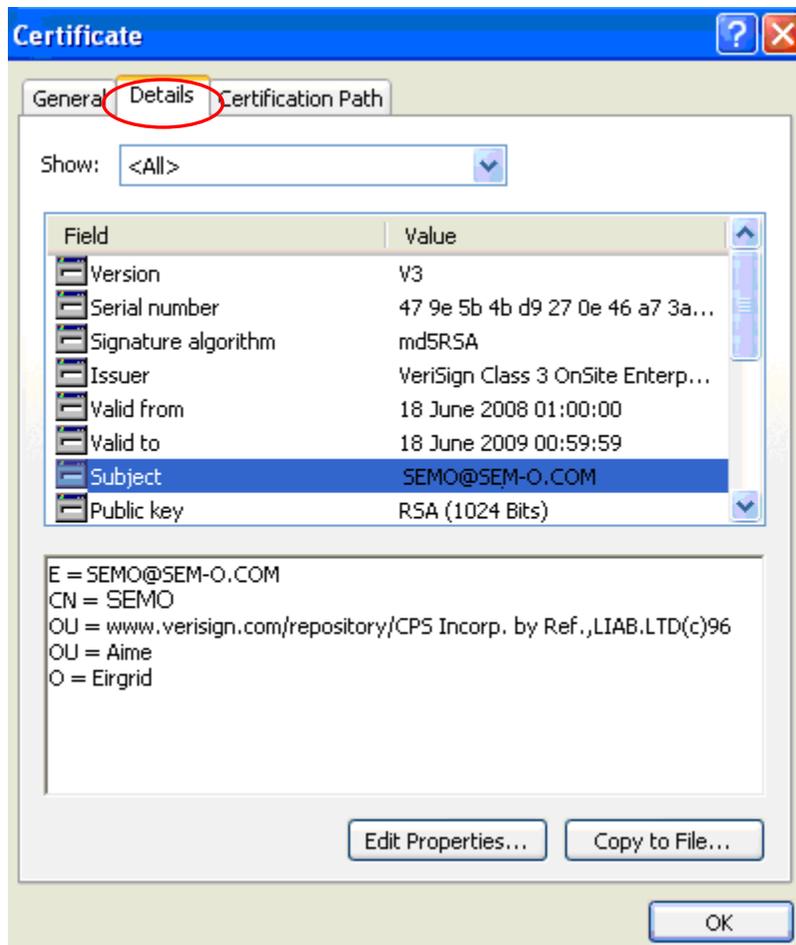
4. Select your digital certificate under Certificates and click on the **view** button



5. 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



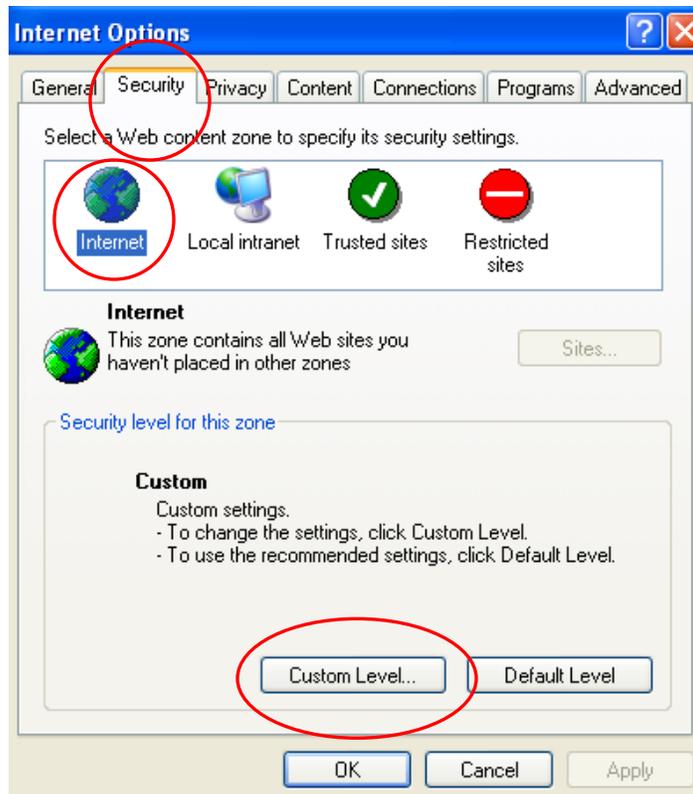
6. Click on the **Details** tab and click on **Subject** to view registration details about your digital certification.



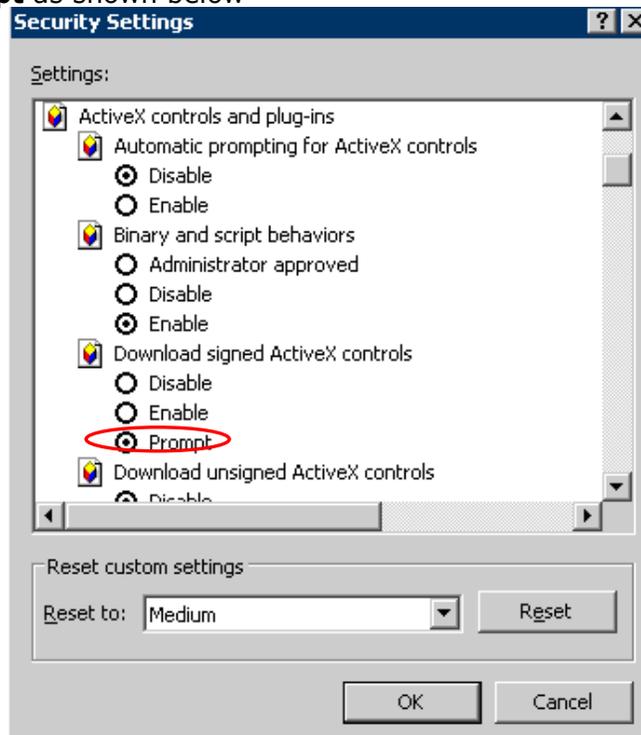
The Email address specified here is the address where your expiry notification is emailed to 1 month before your digital certificate expires.

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

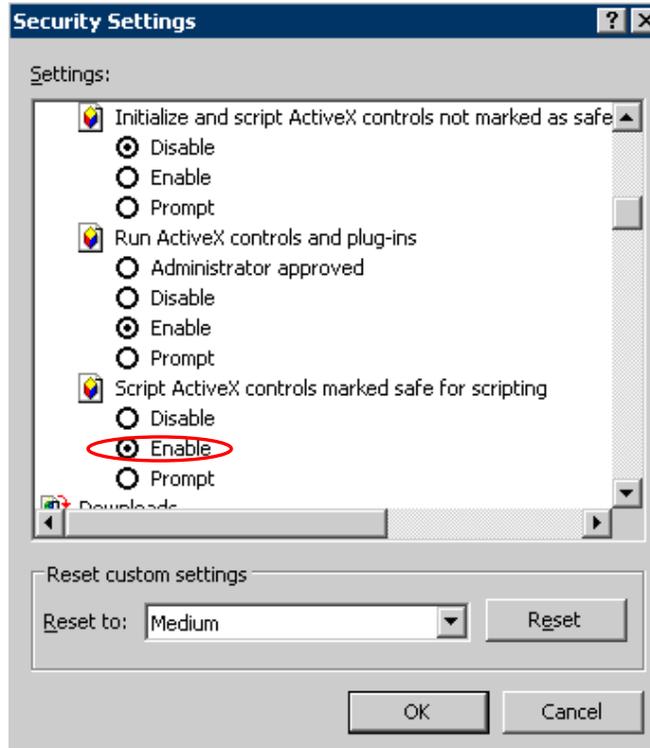
1. Open your Internet Browser.
2. Click on **Tools> Internet Options**
3. Click on **Security>Internet>Custom Level**



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



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



6. Click OK when finished

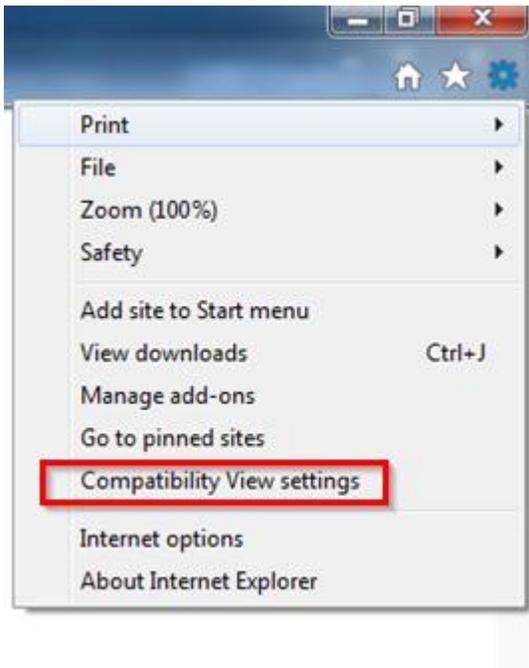
APPENDIX 3. RENEW CERTIFICATE USING IE11

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.

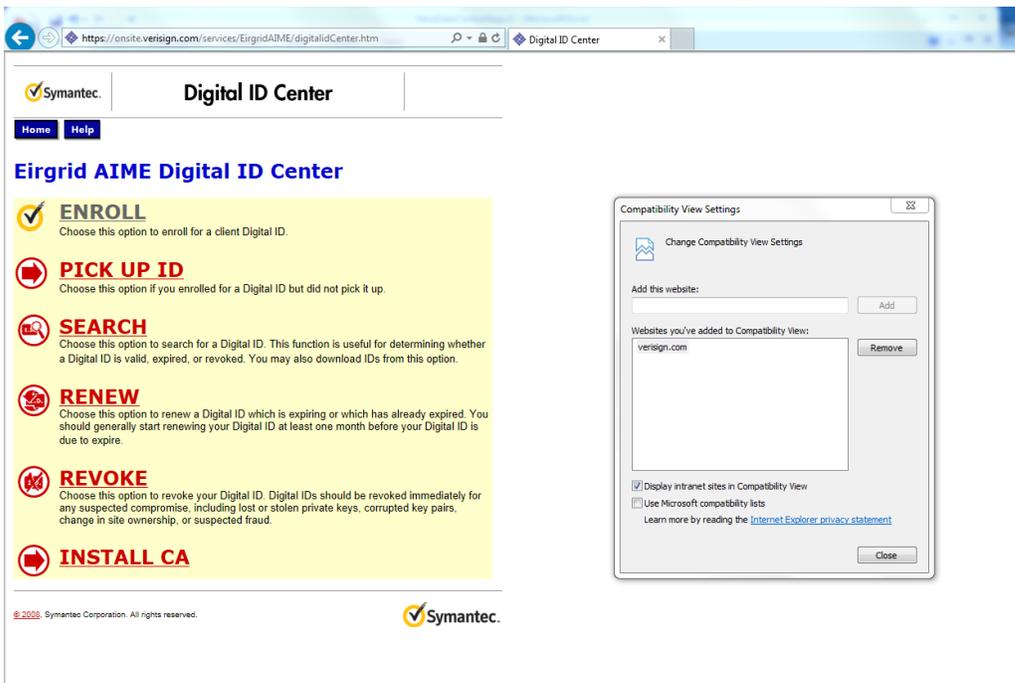
In the event that you need to use IE11 to renew a digital certificate, please follow these steps. Please note that SEMO are unable to provide support or assistance if you are using a browser other than IE8 – The **following steps are for informational purposes only.**

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.