



# Pre-requisites for Installing Digital Certificates Using Microsoft Windows XP

T-TSUP-AMJ-012

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**Before completing the steps in this document, confirm that the changes within will be allowed by your local IT policy.**

**You may also need the assistance of your IT department to implement the changes described below.**

**You may restore your original settings once you have successfully downloaded your SimplySign digital certificate.**

## **Introduction**

This document highlights a number of settings which need to be made before enrolling for a digital certificate. Users should follow the steps in this document to prepare their PC for generating cryptographic keys and submitting certificate requests.

Windows XP Operating System by default contains Microsoft Internet Explorer 6 (MSIE6). MSIE6 has since been superseded by MSIE7 and MSIE8. Please note that Microsoft is withdrawing support for MSIE6 and strongly recommends that users upgrade to MSIE7 or MSIE8. If you have Windows XP and use either of these later browsers, this document should still be followed, but please refer in addition to the highlighted section '**For MSIE7 or MSIE8 users**'. This area will show a difference which needs to be followed.

The configuration changes in this document are not necessary if you are using Firefox; in which case, please refer to the "Pre-requisites for using Firefox" guide, which can be found at

<http://www.simplysign.co.uk/online-help.asp>

The following sections provide steps for performing configuration changes to the user's system. Also included is a description of the messages that a Windows XP user may see during certificate enrolment.

- I. Root & Intermediate CA installation
- II. Configuration of Internet Explorer
- III. Enrolment/Renewal process

## I. Root & Intermediate CA Installation

Prior to enrolment or renewal, a Windows XP user should download and install the Root and Intermediate CA certificates.

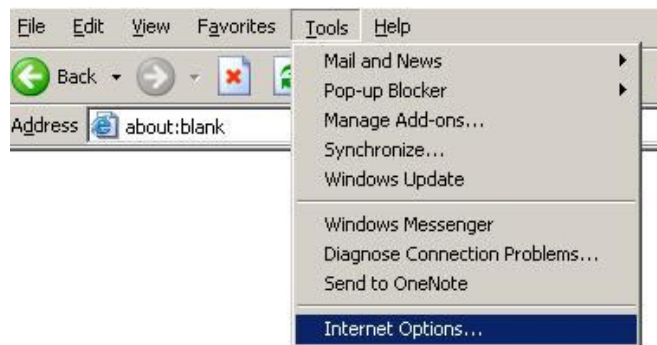
1. Download the Chamber SimplySign CA Chain file from this location: <http://www.simplysign.co.uk/downloads/cachain.p7b> and save the file somewhere convenient, such as on your PC desktop.
2. After Download, right-click the file **cachain.p7b**, and select **Install Certificate**.
3. Follow the instructions in the **Certificate Import Wizard**; it is recommend that default options are used whenever available.
4. Be sure to note the various prompt instructions and click **Yes** or **OK** as required.
5. Confirm installation of the certificates by opening MSIE6 and selecting **Tools -> Internet Options -> Content** tab -> **Certificates**. The CA certificates should be installed in the **Trusted Root Certification Authorities** and **Intermediate Certification Authorities** tabs as appropriate. More details can be found in the CA chain install guide, available here: [http://www.simplysign.co.uk/support/CA\\_chain\\_install\\_guide.pdf](http://www.simplysign.co.uk/support/CA_chain_install_guide.pdf)

## II. Configuration of Internet Explorer

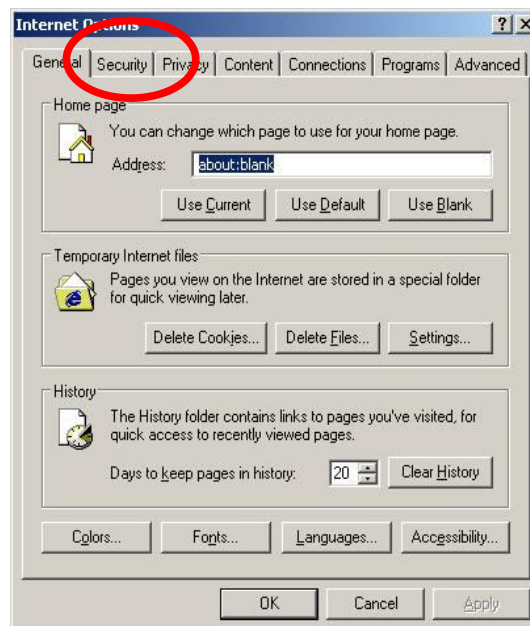
Before requesting/renewing and installing a certificate, the user must make the following changes to the Internet Explorer Browser Settings. The changes are required for all versions of MSIE6, 7 & 8, with an additional step needed for MSIE 7 & 8 described later.

The screenshots are taken from MSIE6 and are different for MSIE7 & 8. However, the locations of the changes can be found under the same menus.

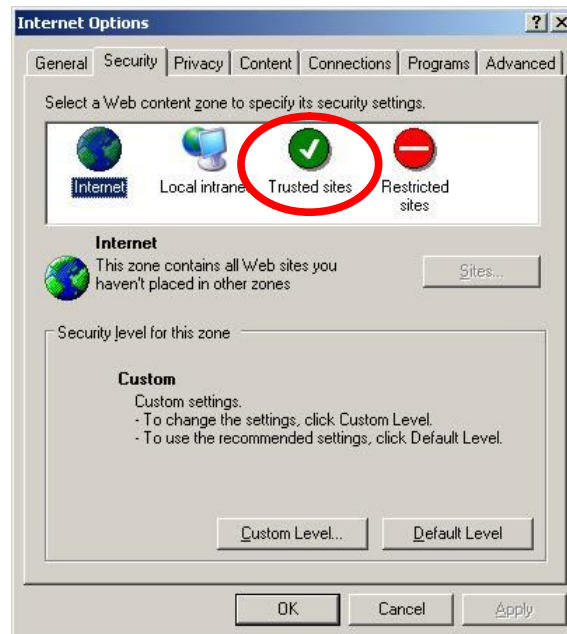
1. From within the MSIE6 **Tools** menu, click **Internet Options**.



2. Click the **Security** tab in the window that opens.



3. Click **Trusted Sites**.

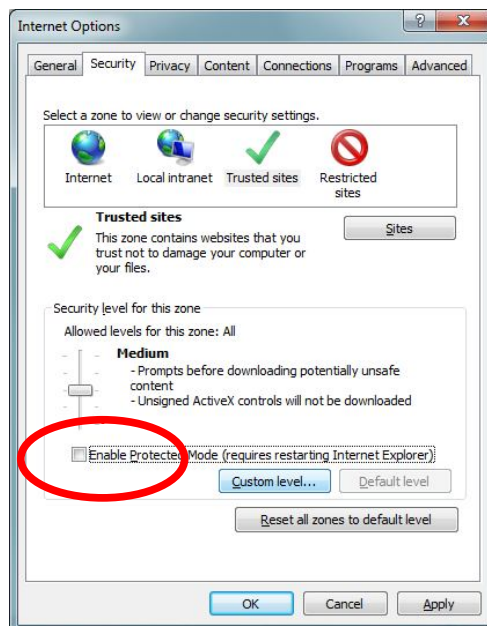


4. Click **Sites** and add <https://www.simplysign.co.uk> to the list of trusted sites. Do not tick the '**Require server verification (https:) for all sites in this zone**' checkbox.

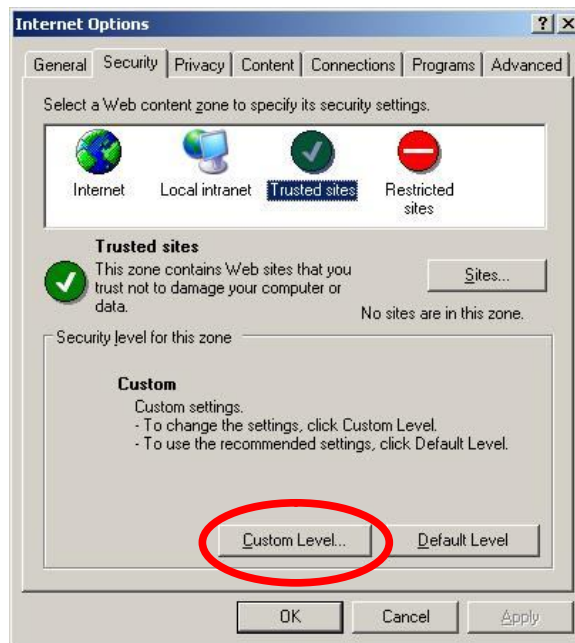


### Additional Step for MSIE7 or MSIE8 users

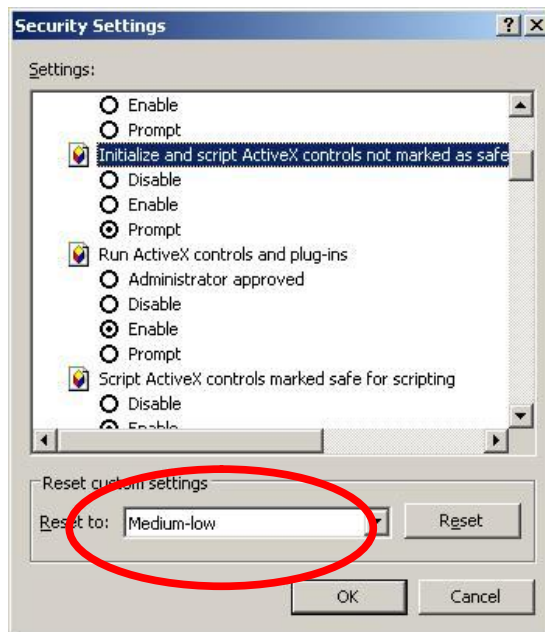
If **Protected Mode** is on (i.e. the box is ticked), turn it **OFF** by removing the tick from the box.



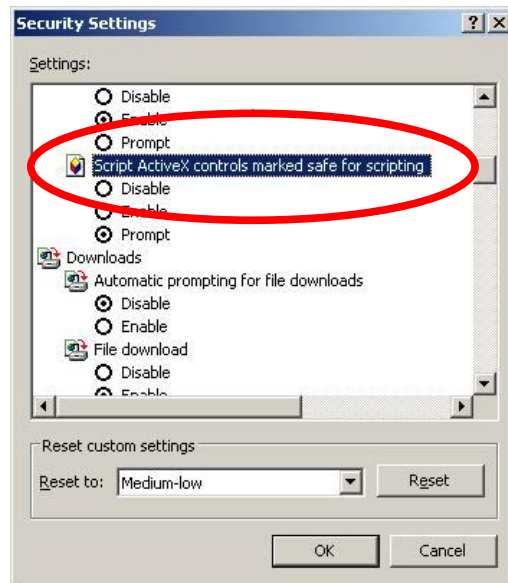
5. Click **Custom Level** – a new window opens



6. Ensure the security level drop-down menu for the trusted zone is set to **Medium-low** or less.



7. Locate the setting for **Initialise and script ActiveX controls not marked safe for scripting** and change to **Prompt**.



8. Click **OK** to close the Security Settings window and again to close the Internet Options window.

### III. Enrolment/Renewal Process

After downloading the CA certificates and configuring the browser as described above, you may now continue to apply for your SimplySign digital certificate. During the online browser compatibility tests and the enrolment process itself, you may see the following prompts or informational messages.

It is important to click **Yes**, as **Enter** will not provide the correct result.

Windows XP Behaviour	Required User Action	Result
When Requesting a certificate, a warning is displayed that an ActiveX control might be unsafe and asking if the user wants the control to run.	Click <b>Yes</b>	The certificate request is sent to the CA.
When installing the certificate, a warning is displayed that an ActiveX control might be unsafe and asking if the user wants the control to run.	Click <b>Yes</b>	The certificate is installed.

**After certificate enrolment/renewal and installation is complete, it is recommended the user restore browser settings to the original values.**