Enrollment Guide for

thawte Code Signing certificates

A STEP-BY-STEP GUIDE *to purchasing Code Signing certificates ...*

Enrollment Checklist

- A Step-by-Step Guide Through the Process

- Step 1: Key and Certificate Signing Request (CSR) Generation

- Step 2: Payment

- Step 3: Authorizing, Technical & Billing Contact Information

- Step 4: Authentication of your Organization

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- Step 6: Reissues

- Step 7: Installing your Certificate

As a customer you will be required to complete Steps 1, 2, 3, 6 (Step 6 only applies if a reissue is required) and 7. *thawte* performs Steps 4 and 5.

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A Step-by-Step Guide Through the Process

The following document is a Step-by-Step guide through the process of setting-up and securing your Code Signing environment:

In order to use a Code Signing certificate you will need:
- Executable code
- Distribution environment
- Signing software
- Be able to make a secure connection outside your firewall

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Go to steps 3 and 4 of the guide to make sure you are able to supply all the required documentation.

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For Javasoft certificates: Make sure you have the latest Java Developer's Kit (JDK). You will also need to create a CSR and back up your private key. Go to Step 1 of the guide for more information.

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Complete the online enrollment process at www.thawte.com/buy.

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Be sure to back-up your Private key file.

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Fax your supporting documentation to our offices - please see Step 4 for more information

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Check the status of your request at:
https://www.thawte.com/cgi/server/status.exe

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Pick up your certificate and make sure you sign and deploy the code, as well as test for security warnings.

Step 1: Key and Certificate Signing Request (CSR) Generation

The enrollment process for each Code Signing certificate differs. Please read through the following section before requesting your certificate:

1. Microsoft Authenticode (Multi-Purpose) and VBA Developer Certificates:

- The Private Key and Certificate Signing Request (CSR) files are generated online based on the information provided to us during the enrollment process.
- You will be required to enter a path to save your private key e.g. C:\mykey.pvk
- You will be prompted to either set a password for the Private Key file or leave the password field blank (i.e. no password). This password is required to sign your code with your Certificate.
- Note if your Private Key file is compromised and there is no password set on it, then it is possible for others to sign any (malicious) code in your Organization's Name.
- For specific system and tool requirements, please refer to the following *thawte* Knowledge Base (tkb) solution:
  http://search.thawte.com/thawte/solution.jsp?id=vs25869

2. Netscape Object-Signing Certificate:

- The Private Key and Certificate Signing Request (CSR) files are generated online based on the information provided to us during the enrollment process.
- You will be prompted to either set a new Communicator Database PIN or Master Password for Security Device (depending on which version of Netscape you use to go through the enrollment process) or enter the existing Communicator Database PIN or Software Security Device set for the particular Netscape user profile you use to go through the enrollment process.
- For specific system and tool requirements, please refer to the following tkb solution: http://search.thawte.com/thawte/solution.jsp?id=vs25870

3. JavaSoft Certificate:

- The Keystore, KeyEntry and CSR files must be generated on the specific machine that you will be using to sign the code on, before you can start the online enrollment process.
- The CSR file must be submitted online during the enrollment process and must contain the following details:
  - i. Organizational Name
  - ii. Organizational Unit
  - iii. Country Code
  - iv. State or Province
  - v. Locality or City
  - vi. Common Name
- For specific system/tool requirements and instructions on how to generate a Keystore, KeyEntry and CSR, please refer to the following tkb solution: http://search.thawte.com/thawte/solution.jsp?id=vs23538

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:
https://www.thawte.com/repository/pdf/develcertsign.pdf

Step 2:   Payment

You may make payment in any of the following ways:

1.   Credit Card
2.   Check
3.   Intenational (SWIFT) Inter-Bank Transfer

We will e-mail you as soon as we receive confirmation of receipt of payment by credit card processing or receipt of a check.

We do not accept purchase orders at this time. You can however, go to your Status Page and print out an invoice for your accounting department.
https://www.thawte.com/cgi/server/status.exe

You can monitor the progress of your certificate from the Status Page of your request
https://www.thawte.com/cgi/server/status.exe

If you have any questions or if you choose to send payment via check, please visit:
http://www.thawte.com/contact/ to locate the appropriate contact or address information for your location.

Step 3: Authorizing, Technical & Billing Contact information

Contact Requirements:

•   Complete legal name (not nickname), title, phone number, extension & e-mail address
•   E-mail address cannot be a free e-mail account (Yahoo, Hotmail, Netscape etc.)
•   Both the Authorizing & Technical Contacts must be employees of the Company requesting the certificate.

Step 4:   Authentication of your Organization

Before *thawte* can issue a Code Signing certificate, we must verify that your organization is legally registered & has the legal right to conduct business under the name listed in your enrollment request.

Important Note

The precise documentation depends on your country & type of organization.
Your organization name listed in your enrollment request must match exactly as listed on your legal company registration. If your company's legal name is "ABC Company Materials" and you listed "ABC" in your enrollment, we will not be able to authenticate your organization.
All documentation sent to *thawte* must reference the Order Number, which is provided at the end of the enrollment process.

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: http://www.thawte.com/contact/

If *thawte* cannot verify Proof of Organization via approved online resources you will be contacted to submit alternative Proof of Organization documentation.

Acceptable Types of Proof Of Organization: Generally we accept government backed Proof of Right documentation such as:

- Articles of Incorporation
- VAT Certificates (International)
- Business License
- Certificate of Formation
- Doing Business As
- Registration of Trade Name
- Charter Documents
- Partnership Papers
- Fictitious Name Statement
- Vendor/Reseller/Merchant License
- Merchant certificate
- US State Tax Licenses for non-profit organizations and sole proprietorships (Please see list below for state/city specifications.)

We will evaluate on a case-by-case basis an alternative if the above Proof of Organization requirements cannot be met.

For USA Customers:

If you are incorporated in the following states, we will need you to fax your State issued incorporation documents to us: New Hampshire, Delaware and Oklahoma.

Otherwise, please do not send documentation unless a *thawte* representative has requested it.

The following USA STATE / CITY tax licenses are acceptable:

1.   Arizona
2.   Florida
3.   California:
   • City of Anaheim – Business Tax Certificate
   • City of Carson – Business Tax Certificate
   • City of Newport Beach – Business Tax Certificate
   • City of San Diego – Certificate of Payment of Business Tax
   • City of Santa Clara – Annual Business Tax Certificate/Fire Permit
   • City of San Jose – Business Tax Certificate
   • City of Santa Rosa – Business Tax Certificate
   • City of Santa Teresa – Business Tax Certificate
   • City of Stockton – Business License Tax Certificate
4.   Colorado – Sales Tax License
5.   Connecticut – Sales Tax and Use License
6.   Georgia – Columbia Country Occupational Tax / Business Licensing
7.   Indiana – Registered Retail Merchant Certificate (Note: validity of certificate is 1 year)
8.   Illinois
9.   Iowa - Retail Sales Tax Permit
10.   Kansas – Sales Tax Registration Certificate
11.   Maine – Seller's Certificate
12.   Maryland
13.   Massachusetts – Sales and Use Tax Registration
14.   Mississippi
15.   Missouri
16.   Nebraska Sales Tax Permit
17.   New Jersey
18.   New York
19.   North Carolina - Merchant Certificate of Registration
20.   Ohio - Vendors license -It does not say "vendor's license", but it does authorize the registrant to make retail sales
21.   Oklahoma - Sales Tax Permit
22.   Pennsylvania- Sales & Use & Hotel Occupancy Tax License
23.   Rhode Island - Permit to Make Sales at Retail
24.   South Carolina - Retail License
25.   South Dakota - Sales Tax License
26.   Texas
27.   Virginia - "Virginia Sales Tax" Certificate
28.   Washington
29.   West Virginia - Business Registration Certificate
30.   Wisconsin – Sellers Permit

NOTE: Code Signing certificates may not be requested in an individual's name, unless you are in Germany or Austria (to qualify you must have a "Gewerbeschein").

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: http://www.thawte.com/contact/ .

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Step 5: Organization Verification

The final step in obtaining a *thawte* Certificate is Verification of the order with the Authorizing Contact listed within the certificate. We attempt to obtain a phone number for the company listed in the request through a 3rd party source, such as approved online phone database or directory assistance. If unable to obtain a 3rd party listing, a verification representative may request one of the following:

- A valid and current phone bill that reflects the company name and phone number.
- We accept residential (personal) telephone bills or listings for certificates requested in an individual's name and in some cases for sole-proprietors.
- If the above requirements cannot be met, we will require a Notary letter – it will take the place of a telephone verification via a 3rd party telephone listing.

    o   Please note: The Notary Letter must be:
    - on Company Letterhead
    - Signed by the Authorizing Contact and
    - Notarized by a Notary or equivalent. We accept many equivalents such as Justices of the Peace, Solicitors, and Commissioners of Oath depending on specific country requirements. Please contact support to obtain a Notary letter and confirm the equivalent for your county prior to completing the letter.

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: http://www.thawte.com/contact/

Step 6:   Reissues

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

The only information that can be changed on a reissue is:
- Changing ISPs or Hosting companies
- Adding, removing or changing a host name
- Organization unit
- Technical Contact
- Domain name

The reissued certificate is valid from the date of reissue to the original expiry date. The reissue must be requested for the same product as the initial certificate.

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

For more information on the status of your order you can click on the following link: https://www.thawte.com/cgi/server/status.exe

Step 7:   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.

Useful URLs

- For information on the status of your order please click here:
  https://www.thawte.com/cgi/server/status.exe
- For Technical Support for Code Signing certificates, please click here:
  http://www.thawte.com/support/code/index.html
- For general support please click here: http://www.thawte.com/support/

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*