



Thawte SSL Certificate Enrollment Manual

English Version: 1.0

1 INFORMATION PREPARATION

Before you begin the process, make sure you know:

1. The server platform and version of the server that will host the SSL certificate. Your IT department will be able to give you this information.
2. The CSR (Certificate Signing Request). The technical contact for your organization will need to generate this "code" from the server that will host the certificate.
3. Full contact and company details.

How to Accelerate Your Enrollment Order

1. Select a SSL Certificate and Validity Period

Select the SSL certificate you want to purchase, along with the length of time you want the SSL certificate to remain valid.

- **Extended Validation Requirements**

Thawte Extended Validation (EV) SSL Certificates provides the highest level of trust through the strictest authentication standards of any SSL Certificate. If you need EV SSL Certificate, you have to prepare additional information.

2. Prepare Technical Contact Details

You will be asked for the Technical Contact details. Please make sure that all details are well prepared.

3. Prepare Your Certificate Signing Request (CSR)

You need to know the server platform and version, as well as CSR. All SSL certificates require a CSR during the enrollment session. CSR details for fully validated certificates must reflect the enrolling organization's business information. If your CSR contains incorrect information, Thawte will unable to process your order, and you will have to create a new CSR.

- **CSR Checklist**

Make sure to include the following information in your CSR:

- ✓ Organization – The full, registered name of the company whose website will be secured.
- ✓ Common Name – The Fully Qualified Domain Name (FQDN) and host name of the organization's web site being secured with the SSL certificate.
- ✓ Country – The country where the organization is registered to do business.
- ✓ State – The state where the organization is registered to do business.
- ✓ Organizational Unit – The department that requests.

4. Prepare Details of Your Organization

After generating your CSR, you will need to provide your organization's full, legal name which should match the organization name listed in the CSR, including location and contact details.



2 INFORMATION VALIDATION

Before issuing your SSL certificate, Thawte must authenticate your ownership of the domain, and possibly the identity of your organization, depending on which certificate you choose.

Organization Validation: Thawte SSL Web Server Certificates

In addition to verifying ownership of the domain, Thawte must verify the name, registration, and good-standing status of the business listed in your CSR. Thawte is usually able to locate business registration information through approved databases.

Problem 1

Why do I need to update my domain registration?

Why do I need to update my WHOIS?

Why do I need to send a Domain Rights Confirmation Letter?

Cause

Thawte is unable to confirm that your organization owns, or has the right to use, the domain listed in your order.

Resolution

Thawte must confirm that your organization owns, or has the right to use, the domain listed in your order.

Domain ownership is confirmed by performing a WHOIS lookup. The WHOIS services provide public access to data on registered domain names, which includes general information and contact information for Registered Name Holders. For the domain names that are recently registered, the information might not appear immediately because they take time to be updated. For more information, please visit <http://www.icann.org/en/topics/whois-services>.

In the example below, a domain registration (WHOIS) update or Domain Rights Confirmation Letter would be requested because the domain Registrant is "John's Computers, LLC"; this is different from the organization name listed in the order, "Johns Technology Systems, Inc".

Organization name listed in the order	Registrant listed in the WHOIS
Certificate Order: Country: US State: South Dakota Locality: Pierre Organization: John's Technology Systems, Inc Common Name: www.johnstechsystems123.biz	WHOIS: Domain Name: johnstechsystems123.biz REGISTRANT: John's Computers, LLC 288 2nd Street Mountain View, CA 94043 US

If your organization does not own the domain listed in your order, have the Administrative Contact (or relevant contact) on the WHOIS complete the Domain Rights Confirmation Letter. Thawte will provide that contact with the Domain Rights Confirmation Letter template and instructions via E-mail.



Problem 2

Why did Thawte request my business registration?

Cause

Thawte is unable to verify valid business registration for your organization name. Thawte cannot authenticate your organization.

Resolution

Thawte must verify that your organization is registered with a government agency and in good standing in the location listed in your order.

Some of the Potential Reasons Why Thawte Requested Your Business Registration Documents

1. The organization name listed in your order is not your organization’s legal, registered name, see example belows:

Organization name listed in your order (Incorrect)	Organization’s legal, registered name (Correct)
John's Technology JTSI John's Tech John's Tech Systems John's Technology System John's Technology Systems, LLC John Technology Systems, Inc.	John's Technology Systems, Inc.

2. Your organization is not registered in the location listed in your order. (The locality listed in your order should pertain to your organization’s registration and not the location of the server.)
3. There are no government databases with which to confirm your organization’s registration.