

Free Lunch!



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SSL GUIDE

Everything you need to know
about SSL and securing your
online business

For Control Panel based web servers



ensim

PLESK



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This Guide is divided into a number of sections:

Section 1:

Everything you need to know about SSL and securing your online business

Section 2:

Generating a CSR and installing your FreeSSL Certificate for -

- Ensim WEBpliance
- Plesk Server Administrator
- CPanel & WHM (Web Hosting Manager)
- Hsphere



Why is security required for the Internet?

The Internet has been a revolution to commerce and the transfer of data in general, which has developed new global business opportunities for all, including major enterprises, small to medium sized businesses and individuals alike. However e-commerce has inevitably attracted crime and developed a new breed of online criminals ranging from fraudsters and hackers to cyber terrorists. The growing concerns associated with conducting e-commerce have now resulted in the fact that security is an essential factor for online business success.

The market is now educated in the basics of online security and the majority of online users now expect security to be integrated into any online service they use and as a result they expect any details they provide via the Internet to remain confidential and secure.

This white paper explains how SSL can be utilized as the core security technology to protect customer's online transactions and informs users that the security of the online business is being taken seriously. In fact SSL provides proof of a digital identity and allows online customers to visibly see that their digital transaction will be confidential. These are essential factors in gaining customer confidence and remove the concerns and risks associated with sending sensitive data over the Internet.

SSL is essential to allow the true benefits of the Internet to be realised.

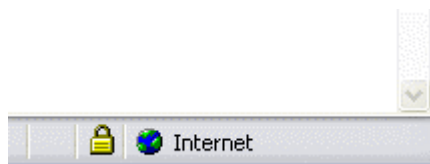
What is SSL?

SSL (Secure Sockets Layer) is a security technology that is commonly used for encrypting communications between users and e-commerce websites, thereby securing server to browser transactions. The SSL protocol utilizes encryption to prevent eavesdropping and tampering of the transmitted data, and is used to secure information passed by a browser (such as a customer's credit card number or password) to a webserver (such as an online store).

SSL protects data submitted over the Internet from being intercepted and viewed by unintended recipients and as used by hundreds of thousands of websites in the protection of their online transactions with their customers, SSL is the de-facto industry standard Internet transaction security technology.

How do website visitors know if a website is using SSL?

When a website visitor connects to a webserver using SSL they will see that the URL in the address bar begins with https:// rather than the usual http:// and also a small gold padlock will appear in their browser, e.g.



As seen by users of Internet Explorer

Whenever a browser connects to a webserver (website) over https:// - this signifies that the communication will be encrypted and secure. The actual complexities of the SSL protocol remain invisible to the end customer.

In summary, SSL is the de facto web transaction security technology. Webservers have been built to support it and web browsers have been built to use it. SSL provides the ability to secure customers transactions transparently without the customer having to do a thing!



What is required for a webserver (website) to use SSL?

In order for a website to use SSL a SSL Certificate is required (also known as Web Server Certificates and Secure Server Certificates). SSL Certificates are installed onto the webserver hosting the particular website and allow access to the security functionality of the webserver itself.

How is a SSL certificate installed onto a webserver?

When SSL is first activated on the webserver, the webserver requires information about the identity of the website including the website domain name and company details.

The webserver then creates two cryptographic keys – a Private Key and a Public Key. The Private Key is so called for a reason – this key must remain private and secure, only residing on the webserver. The Public Key does not need to be secret and is placed into a Certificate Signing Request (CSR) – a data file which also contains all the website credentials.

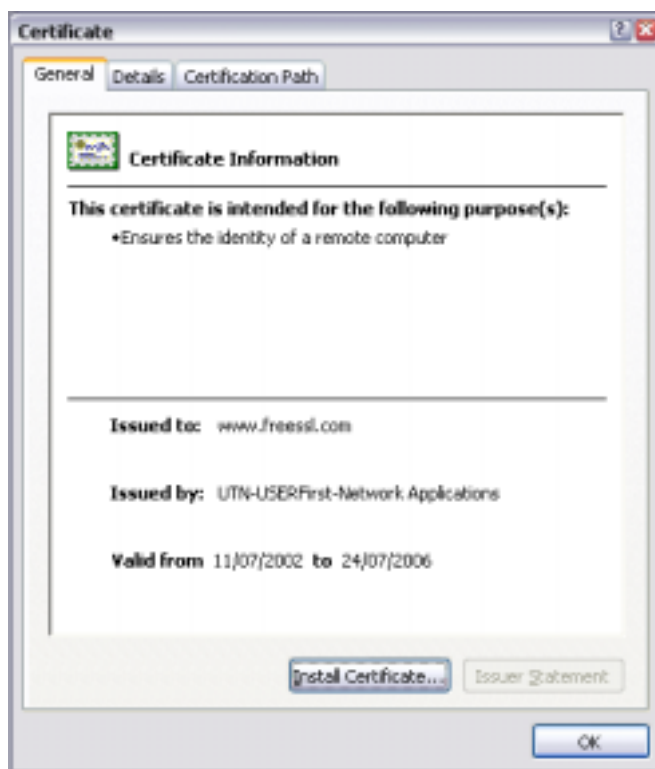
The Private and Public keys are used in the encryption process, so that the data passing between the webserver (website) and the customer's browser remains confidential and secure.

The CSR generated is submitted to Certification Authorities during the SSL Certificate application process. The Certification Authority then validates the website credentials and issues an SSL Certificate containing the digital identity of the website, binding the domain name to the company details.

The webserver will match the issued SSL Certificate to the associated Private Key and allows the webserver to establish encrypted links between the website and customer's browsers.

What does a SSL certificate look like?

SSL certificates can be seen by simply double clicking on the padlock symbol when displayed in the browser. A typical certificate will look like this;



All SSL Certificates are issued to either companies or legally accountable individuals. Typically SSL Certificates contain the domain name, the company name, the address i.e. city, state and country. It will also contain the expiry date of the Certificate and details of the Certification Authority responsible for the issuance of the Certificate.

When a browser connects to a secure site it will retrieve the site's SSL Certificate and check that it has not expired, that it has been issued by a Certification Authority the browser trusts and that it is being used by the website for which it has been issued. If it fails on any one of these checks the browser will display a warning to the end user.



What is a Certification Authority (CA)?

Not just anybody can issue trusted SSL Certificates. If they could then there would be no trust in SSL - and it could no longer be used commercially. Instead only Certification Authorities, or CAs as they are commonly known, can issue trusted SSL Certificates.

CAs have generally invested in establishing the technology, support, legal and commercial infrastructures associated with providing SSL certificates. Even though CAs are essentially self-regulated, the nearest to a regulatory body is the WebTrust compliancy program operated by AICPA/CICA. The majority of CAs comply to the WebTrust principles, however some CAs do not have WebTrust compliance. Those CAs who are WebTrust compliant display the WebTrust Seal, as seen below.



The WebTrust Seal of assurance for Certification Authorities symbolizes to potential relying parties [e.g. to the end customer] that a qualified practitioner has evaluated the CA's business practices and controls to determine whether they are in conformity with the AICPA/CICA WebTrust for Certification Authorities Principles and Criteria. An unqualified opinion from the practitioner indicates that such principles are being followed in conformity with the WebTrust for Certification Authorities Criteria. These principles and criteria reflect fundamental standards for the establishment and on-going operation of a Certification Authority organization or function.

Who are the CAs and why are there so many providers of SSL?

There are actually less than 10 CAs issuing commercially available SSL certificates. The Appendix contains the full list of CAs. Until recently the SSL market has been monopolized by Verisign and Thawte. In 1999 Verisign acquired Thawte, and it became a Verisign subsidiary. In recent years, new global players providing enterprise class solutions such as GeoTrust (formerly Equifax Certificate Services) have also established themselves in the enterprise security market. In the last few months, other companies providing solutions for small to medium sized businesses have also started providing SSL certificates.

There is however confusion in the market because all CAs have reseller programs. Resellers are organizations that will resell the SSL CA's certificates, often at different prices to the SSL CA themselves. Resellers are a great way to sometimes save money through discounted pricing, but are also an easy way to be overcharged for SSL!

Be aware that some resellers will "re-brand" the CA's certificate, thereby masking who actually issues the certificate and then offer their own re-branded certificates at inflated prices above the SRP of the CA themselves.

Don't be fooled by unknown brands - if an SSL Certificate is being sold under a brand that is not contained in the attached Appendix, the buyer should examine one of the reseller's example certificates before purchase. It is very likely that the certificate has been issued by a CA featured in this white paper and will probably be available directly from the CA at a different cost, maybe even lower than the reseller offers it.

Resellers provide exactly the same certificate and features provided by the CA themselves, so it is essential for buyers to know which CA that will issue the SSL certificate before purchasing through a reseller!

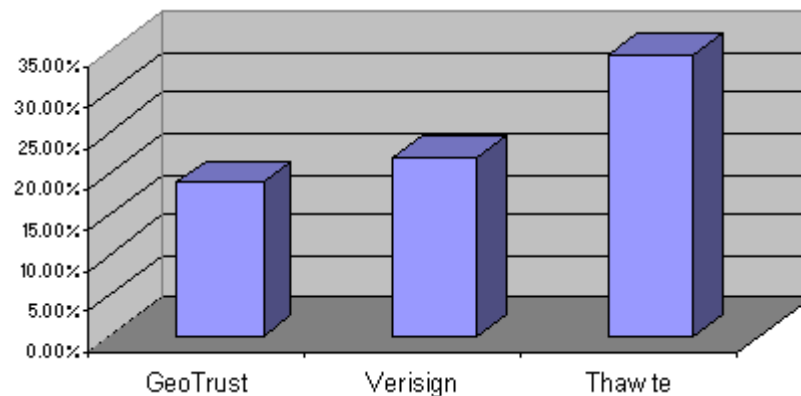


Who are the top 2 CAs?

Each month SecuritySpace (www.securityspace.com) publishes the market share of each CA. Figures are obtained by examining a sample of over 100,000 domain names actively using SSL certificates.

The following chart summarizes the market share of the top 2 enterprise players in the .net market, namely Verisign and GeoTrust. The chart also shows the market share of Thawte (Thawte is a Verisign company).

March 2003 Figures:



Source: http://www.securityspace.com/s_survey/sdata/200303/net/certca.html

What do I need to consider when purchasing a SSL certificate?

The following 10 considerations must be taken into account before deciding which CA and which type of SSL certificate to purchase? Each point will be discussed in more detail later.

1. **What type of web site application. Low volume, professional or development?**
2. **How credible and stable is the CA issuing the SSL certificate?**
3. **What browser recognition is required?**
4. **Do I require a single root or intermediate SSL certificate?**
5. **What certificate strength is required?**
6. **Is technical support available from the CA for installation or CSR issues?**
7. **Do I need warranty?**
8. **What type of validation is required?**
9. **How fast do I want my certificate?**
10. **What budget do I have for my certificate?**

Lets look at each point in turn.

1. What type of web site application. Low volume, professional or development?

Perhaps the most important differentiation between all the SSL certificates available on the market today, is the strength of the brand behind the SSL technology. SSL technology besides ensuring secure transmission of data, is an essential element in providing online customers with the confidence to buy or use a product or service.

For example, the greater the number of users visiting a website, the greater the probability that some customers may not complete a transaction, simply because they do not recognise or trust the brand behind the SSL technology.



Inevitably the well known brands from the credible long standing CAs are the most expensive SSL certificates on the market. If you have a low volume or development website and you decide that your customer's confidence is not affected at all by the brand behind the SSL certificate or the volume of customers that would have an issue are insignificant in number then the choice of CA and certificate is increased. Low volume websites can therefore enjoy significant savings on the SSL purchases by purchasing the lesser known brands of SSL certificates.

We suggest as a guide that if a website is performing more than 50 transactions per week then, it is advisable to use a known SSL brand.

Another important consideration is the typical or average transaction value that a website will process. If customers are expected to pay high amounts online the greater the probability that some customers may not complete a transaction because they do not trust the brand behind the SSL technology.

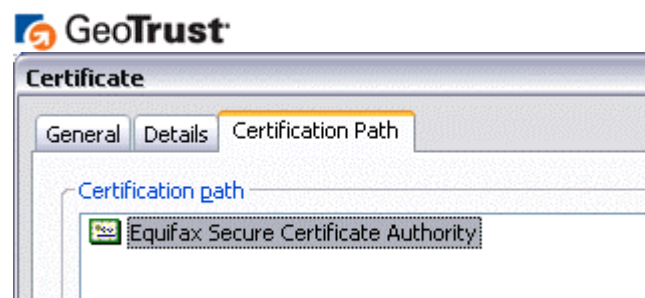
We suggest as a guide that if a website has an average transaction of greater than 50 USD, it is advisable to use a known SSL brand from a reputable CA.

2. How credible and stable is the CA issuing the SSL certificate?

Clearly for any SSL certificate to be taken seriously, it is important to ensure that the CA issuing the SSL certificate is well established and credible. The best way of determining the credibility of a CA is by simply establishing whether the CA in question owns its own trusted root i.e. does the CA own a root that is already present in all popular browsers?

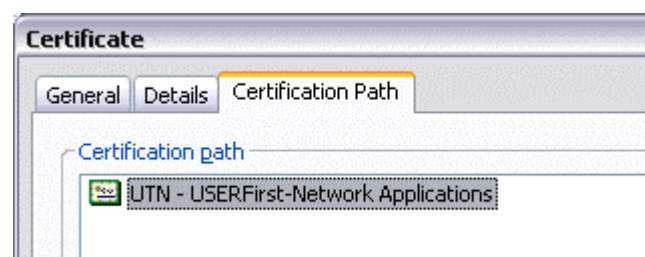
You can examine trusted root ownership by double clicking the padlock seen in the browser during an SSL connection with a webserver. When the SSL Certificate appears, simply click the "Certification Path" tab to see which trusted root CA certificate issued the SSL certificate.

It is also possible to see the trusted roots referenced in a browser e.g. for IE6, go to "Tools", "Internet Options" and select "Content", "Certificates" and then the tab "Trusted Root Certification Authorities".

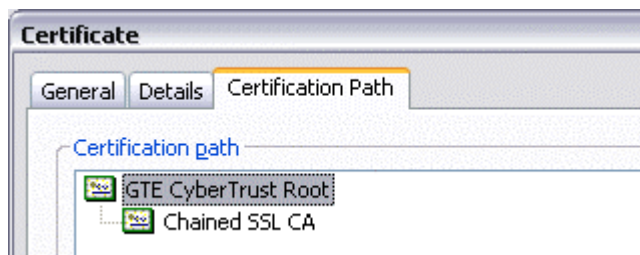


GeoTrust owns the Equifax root (Equifax Digital Certificate services became GeoTrust in 2001).

FreeSSL.com



FreeSSL.com's FreeSSL product owns its own root. FreeSSL.com purchased the USERTrust Network root a number of years ago.



FreeSSL.com's ChainedSSL product uses an intermediate certificate issued by Baltimore using the GTE CyberTrust root. FreeSSL.com does NOT own the GTE CyberTrust Root.

Business stability is also an essential component when selecting any supplier. Whilst we do not examine financial stability of each CA in detail in this white paper, enterprise class accounts are advised to conduct their own due diligence into each CA, as well as examine the root CA certificate ownership.

When selecting a CA, always therefore consider the long term stability of the CA, especially if a longer term enterprise solution is required.

If the CA relies on an intermediate certificate - consider the long-term stability of the CA supplying the intermediate, and obviously the stability of the supplier relationship between the two CAs.

An excellent guide in assessing the long term stability of a CA is whether they have achieved WebTrust compliance. As well as assuring the relying party (e.g. the end customers) that a SSL certificate has been issued by a CA that has been regulated and audited by AICPA/CICA, WebTrust also assures that the CA is both financially and technologically sound and has standards in place to ensure its ongoing operation.

Microsoft have stated that by 2004 all non-WebTrust compliant CAs will have their trusted root CA certificates removed from Internet Explorer. If a SSL certificate has been issued by a non-WebTrust compliant CA, and the CA's trusted root is revoked, the SSL certificate could also be potentially revoked and will therefore no longer be trusted or accepted by customers.

Clearly it is very advisable to ensure the integrity of the CA and to establish which CA is issuing the SSL certificate to be used.

3. What browser recognition is required?

Browser recognition or ubiquity is the term used in the industry to describe the estimated percentage of Internet users that will inherently trust an SSL certificate.

Certification Authorities who own their own roots, have what are known as Root CA Certificates. These root CA certificates are added into releases of all the major browsers such as Internet Explorer, Netscape, Opera, etc by the browser vendor (such as Microsoft). When a browser is used, it automatically relies on a "list" of root CA certificates that the browser vendor has deemed trustworthy. If a SSL certificate is issued by one of the trusted root CAs, then the browser will inherently trust the SSL certificate and the gold padlock will appear transparently during secure sessions.

The browser stores the CA roots that can be trusted, therefore if a browser encounters a website using a SSL certificate issued by a CA root it does not trust, the browser will display warning messages to the website visitor. The lower the browser ubiquity, the less people will trust a certificate - clearly, a commercial site will require as many people as possible to trust a SSL certificate.

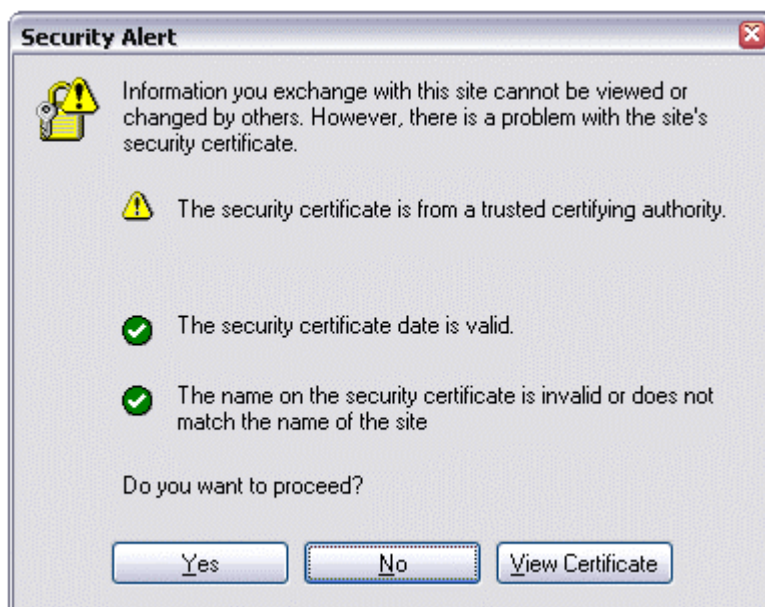



The general rule is that any SSL certificate with over 95% browser ubiquity is acceptable for a commercial site.

As with any form of statistics, browser ubiquity is open to interpretation, hence in the Appendix, the table does not place a great deal of validity in presenting browser recognition "percentages", instead it simply concludes whether a SSL Certificate is acceptable for commercial sites.

Why is browser recognition important?

If a website visitor is using a browser that does not contain the root CA certificate used to issue the SSL certificate, they will be prompted with a security warning:



The  signifies that the SSL Certificate has been issued by a CA that the browser does not trust. As more people upgrade their old browsers, this message becomes less frequent. It is also worth noting that people who do not upgrade their browsers are less technically and security savvy and hence are less likely to purchase from websites.

Another consideration often overlooked concerning the overall ubiquity of a SSL certificate is the issue over Webserver Compatibility. The SSL Certificate is required to be installed onto a webserver. Generally, all webserver accept all SSL certificates currently available but it is recommended to check with the CA to be sure. Webservers such as Apache (including the website control panel variants), IIS, Webstar, Website Pro, Java based, iPlanet, Zeus, Netscape server, Cobalt support the certificates of all SSL certificates featured in this whitepaper.

There are few webserver still in use (such as Novell iChain) that do not support the use of intermediate certificates as used by FreeSSL.com's ChainedSSL product and Comodo's InstantSSL product. Such webserver are not SSL v3 compliant. If your webserver does not support SSL v3, then you will need to select a CA that issues certificates directly off its root such as GeoTrust.

4. Do I require a single root or intermediate SSL certificate?

Some certificates are issued directly by a Trusted Root CA certificate e.g. GeoTrust. The Trusted Root CA certificate is already contained within all popular browsers, and hence is already trusted. Some Certification Authorities do not have a Trusted Root CA certificate present in browsers, therefore they need a "chained root" in order for their certificates to be trusted. Both FreeSSL.com's ChainedSSL product and Comodo's InstantSSL product utilize chaining technology and are chained to the same Baltimore Technologies root certificate known as the GTE



CyberTrust root. This means that Baltimore has issued "intermediate" certificates to both Comodo and FreeSSL.com in order for their issued certificates to be recognized by browsers. Neither Comodo nor FreeSSL.com own the Baltimore root CA certificate used to issue the intermediate certificate

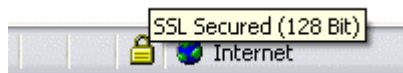
Compared to single root installations, chained root certificates require additional webserver installation steps. If a CA is chosen that requires the installation of more than one certificate, then it is advisable to ensure that the necessary technical expertise or resources to be able to perform the installation are available. Loading and managing multiple certificates per installation, especially in an enterprise environment, can be costly and cumbersome.

Certification Authorities (CAs) that own their own roots are long-time security providers who have long term relationships with the browser vendors for the inclusion of their Trusted Root CA certificates. For this reason, such CAs are seen as being considerably more credible and stable than chained root certificate providers.

5. What certificate strength is required?

Generally there are two strengths of certificate in existence - 40 bit & 128 bit.

The bit size indicates the length of the key size used for the encryption during a secure SSL session. Hovering the mouse over the gold padlock will detail the current strength of encryption being used:



Why is encryption strength important?

The bigger the number, the longer it takes for computer(s) to crack or break the code.

- 40 bit: It is computationally feasible to crack a 40 bit key. For this reason 40 bit encryption is rarely used.
- 128 bit: It is computationally unfeasible to crack a 128 bit key. All banking infrastructures use 128 bit encryption.

We strongly recommend the use of 128 bit SSL encryption for any application or website.

6. Is technical support available from the CA should I need it?

Installing a SSL certificate can sometimes be tricky – you will need to first generate a CSR and then install your issued certificate. For this reason it is essential that the CA provides sufficient and timely support.

All CAs provide some level of support, even if it is only email and web based. Most issues can easily be solved using the expansive online resources and knowledge bases provided by the CA. However, should an issue arise, it is highly recommended that there is access to technical support staff, therefore make sure the CA clearly publishes a technical support telephone number. Also, be aware that some CAs charge extra for telephone support.



7. Do I need warranty?

The warranty level is the financial protection awarded to end customers against the CA misissuing an SSL Certificate. If a customer relies on the information within a misissued SSL Certificate and suffers financial loss as a direct result of relying on the certificate, the CA will hold insurance to cover claims made by the customer against the CA. Effectively, the warranty is the insurance taken out by the CA to protect itself in the event it makes a mistake.

Verisign offers a more advanced insurance policy in that it will also provide insurance against a compromise of a private key or loss of certificate - but such insurance comes at a price.

How likely is a missuance?

It is highly unlikely that a WebTrust compliant CA will misissue a certificate. All WebTrust compliant CAs have passed certification to ensure that procedures and policies are in place that make misissuance improbable. For this reason, many WebTrust compliant CAs do not offer a warranty at all.

CAs that are not WebTrust compliant will often offer the warranty as a means of adding perceived value to their SSL certificates.

For high average transaction values, particularly sensitive applications and to deliver ultimate protection of the relying party, significant warranty values do have their place.

8. What type of validation is required?

A trust hierarchy demands that entities "vouch" for each other. Companies that issue SSL certificates are in the business of establishing that entities on the web are, in fact, who they claim to be. The potential for criminal activity on the web (in relevance to SSL anyway), is in online 'hijacking' of sites or connections to siphon encrypted data. Persons so inclined can easily "copy" web site interfaces and pose as well known vendors, simply to collect these data.

SSL certificates work to prevent this through ensuring that www.abc.com is, in fact, ABC Co. In the "real world" we use identification procedures like photo ids, telephone calls and papers of incorporation to know with whom we are dealing. If products or services are defective, buyers can seek recourse. In the "online world", companies wishing to use SSL certificates must prove to the certificate authority that they have the right to present themselves online as ABC Co.

This is done through a variety of means in different SSL products. For the sake of simplicity, consider the method started and championed by Verisign, as the 'traditional' model. The process involves certificate petitioners faxing in their articles of incorporation, and then waiting several days to be granted a certificate to do business online under that name. There is a fair amount of overhead related to this task, as these credentials are examined and reviewed, and full-service products in this arena can cost hundreds of dollars.

There are newer, lower-cost alternatives in which certificates are issued more quickly. These certificates verify that the certificate holder is the owner of that domain, ensuring customers that domain name "owners" are who they claim to be.

There are also other validation options, like two-way, real-time telephony. Certificate applicants are required to provide telephone numbers, and certificate authorities call to verify basic information, yet another way to seek recourse in the event of problems.

So there are essentially two types of validation available, manual and automated.

Manual Validation.

Involves the validation of domain name ownership and business legitimacy using humans. This process is traditionally slow and takes up to two working days, often longer.



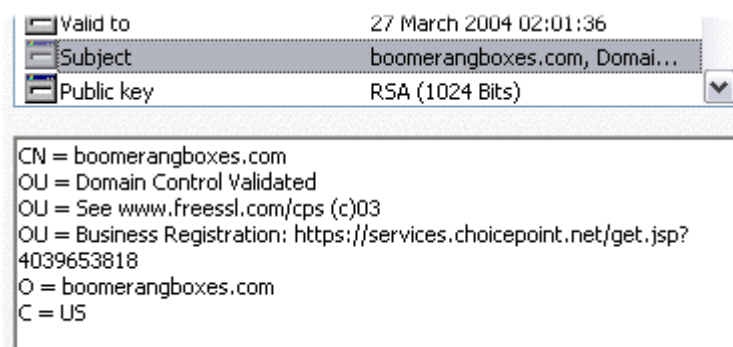
A manually validated certificate usually contains the following information within the certificate:



Auto-Validation.

Computers, databases and automated routines validate domain name ownership and business legitimacy. The process takes minutes rather than days. The GeoTrust QuickSSL product and FreeSSL.com FreeSSL and ChainedSSL products use automated validation to issue SSL certificates within 10 minutes. Their automated validation processes are WebTrust compliant and use Domain Control validation and ChoicePoint (equivalent to Dun & Bradstreet) to validate the applicant before issuing the certificate.

An automatically validated certificate, such as the GeoTrust or FreeSSL.com certificates, contain the following information within the certificate:



Note: If a CA is not WebTrust compliant its validation processes will not have been audited and accredited as being satisfactory and inline with the WebTrust guidelines for CAs.

9. How fast do I want my certificate?

The principal delay associated with the issuance process of SSL is the validation process adopted.

For fast issuance of certificates, it is advisable to use automated methods of validation.

Be very careful when confirming the issuance time with a CA. Some may suggest immediate delivery once they have obtained all your company documentation in the format required and have initiated the validation. This process may still take up to 2 days from start to finish.



10. What budget do I have for my certificate?

Certificates range dramatically in price from one CA to another. The highest prices are 40 times the lowest prices!

This white paper has examined numerous points of consideration in determining which SSL certificate to purchase.

The correct choice of SSL certificate is principally dependent on the application type and on whether there is a need for a well known brand of SSL that has been issued from a highly trusted and credible CA.

There are however significant savings available for websites conducting low volume/ low value transactions. Some SSL certificate types are perfect for development environments, whilst other certificate types suit professional requirements. Buyers are therefore urged to carefully consider their choice of CA before purchasing.



Give me 10 reasons why I should buy from FreeSSL.com?

1. **A Complete Range of SSL Certificates.** FreeSSL.com offers a range of certificates suitable for low volume/ low transaction value, Professional level and Development applications.
2. **Credibility.** FreeSSL.com is a subsidiary of GeoTrust, a highly trusted, credible and long standing CA who owns the Equifax roots that is already present in all popular browsers and used in the Professional Level certificates. FreeSSL.com also owns the UTN root used in FreeSSL certificates. GeoTrust is a WebTrust compliant CA and holds the WebTrust Seal.
3. **Browser recognition.** FreeSSL.com certificate range offers browser recognition rates from 92 to 99 percent suitable for both test/development and high volume / high transaction value e-commerce.
4. **Single root or Chained root.** FreeSSL.com offers certificates utilising single roots (owned by GeoTrust) and a chained root (utilising the Baltimore Technologies root).
5. **Certificate strength.** All certificates offered through FreeSSL.com use 128 bit industry standard SSL encryption.
6. **Support.** Both telephone, web and email support is available for all certificates sold through FreeSSL.com, covering 1am to 9pm EST, 6am -2am Europe. Unlike some of our competitors, FreeSSL.com does not charge extra for technical support.
7. **Warranty.** All certificates are issued from a WebTrust compliant CA. As FreeSSL certificates are suitable for development environments, and ChainedSSL chained root certificates are suitable for low volume, low value e-commerce, warranties are not essential. However where applications demand ultimate peace of mind, warranty of up to \$50,000 is offered on the Professional Level certificates available through FreeSSL.com.
8. **Validation.** As part of the provisioning process with both ChainedSSL and FreeSSL, businesses are registered with ChoicePoint and assigned a ChoicePoint Unique Identifier (CUI) — equivalent to a DUNS number. The CUI provides a corporate profile to the Internet users through information imbedded in to the certificate. With the ChoicePoint Unique Identifier, industry-recognized domain control authentication, and two-factor telephony authentication, FreeSSL.com offers the strongest real-time authentication process on the market today.
9. **Issuance speed.** FreeSSL.com's 2nd generation validation and issuance infrastructure allows certificates to be issued immediately 24 hours per day, 7 days per week, 365 days each year.
10. **Your Budget.** FreeSSL.com is the lowest cost provider of SSL certificates in the market today and offers the lowest priced certificates suitable for all application categories namely, low volume /low transaction value, Professional and test/development.



In summary...

There is absolutely no reason why buyers of SSL should have to;

- Pay more for their certificates irrespective whether the application is for low volume, professional or development
- Wait more than 10 minutes for a SSL certificate to be issued
- Buy from CAs who DO NOT own their own root and who ARE NOT WebTrust compliant
- Not enjoy FREE excellent customer service levels

FreeSSL.com has a very simple mission in life and that is;

- To be focussed on providing small to medium sized businesses (SMB) with strong 128bit encryption, industry standard SSL certificates
- To be dedicated to being the lowest cost provider of SSL to the SMB market place
- To deliver the ultimate customer service through fast issuance and leading customer care
- A commitment to quality in all aspects of the business through meeting the industries most stringent Certification Authority quality standards

FreeSSL.com is the lowest cost provider of fully supported, highly trusted 128 bit SSL Certificates ideal for low volume / low value transaction, professional level and development websites - delivered immediately!



Ensim WEBppliance and WEBppliance PRO

Generate a Certificate Signing Request (CSR)

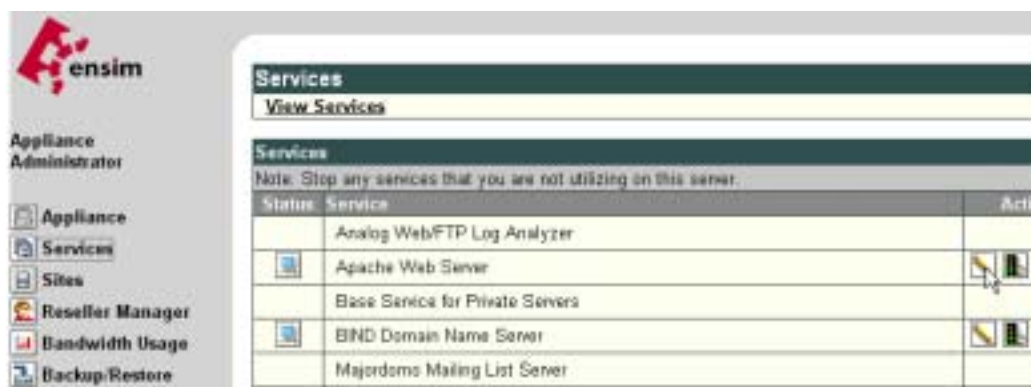
Follow these instructions to generate a CSR for your Web site. When you have completed this process, you will have a CSR ready to submit to FreeSSL.com in order to be generated into a SSL Security Certificate. These instructions apply for both Ensim Pro and Ensim 3.x.

1. Click **SSL Settings** - access to this link may differ depending on your version of Ensim:

If you are running Ensim Pro. In the shortcuts section of the Home page, click **SSL Settings** in the **Web Server** section:



Or if you are running Ensim 3.x, click the **Services** link on the left, then click the **Edit** button for the **Apache Web Server** service:



Then in the **Apache Web Server Manager** click the **SSL Settings** link:



3. In the 2-Letter Country Code field, enter the international abbreviation for the country in which your business resides.
4. In the State/Province field, enter the complete name of the state or province in which your business resides. Do not abbreviate; spell out the entire name.
5. In the City field, enter the complete name of the city in which your business resides.
6. In the Company field, enter the name of your business.
7. In the Organization field, enter the type of industry in which your company does business.
8. In the Common Name field, enter the domain name of your business (without the www prefix).
9. In the Email field, enter the email address of the person who will receive the SSL certificate.
10. Click **Save**.
11. The SSL window displays a new certificate request in encrypted form.

Request

If you haven't got a certificate from any Certification Authority please send the following request to a Certification Authority to get a Security Certificate.

When you are asked for the 'Web Server Software' type enter 'Apache Freeware'.

After you get a Security Certificate, click 'Import' button and copy the Certificate to the text area and save it.

```
-----BEGIN CERTIFICATE REQUEST-----
MIIB1CCAT4CAQAwgZQxCzAJBgNVBAYTAiVTRMRwEQYDVOQIEwpDYWxpZm9ybmli
MRAwDgYDVQQHEwdBemF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0ZmF0
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EJvqM5G66vY1OZuJLEGEc3fapsqQpdNmm9G7fXsrfjbfFskQ8enLjpZcDriP
sqPdqY+tpsQUVDHtw+DBCLwZ+9yc3vKTKRnQXF4SAPdJUJkmmisy3QaoQSeik
K6WJIN1sN4b3QW4cqVKOUUasuAvCP2+46d4w1JgVQIDAQABoAAwDQYJKoZIhvcN
AQEEBQADgYEAWa3RCdKX34r9NDUtbG0VZ80P9C1w6dAygJk7DzMFLeOUHf
hUj1N3z26TrSicuS28BpkbqLRHqU1kILC4hm9LFNAAwRJCcF86blYbd19Z+cN7N
O8Qqsct+CwMLBMKdHmLJUGdWUhfTcDhDMbNGIZZEqnk1wJbKw=
-----END CERTIFICATE REQUEST-----
```

Subject

2-Letter Country Code	US
State/Province	Massachusetts
City	Boston
Company	Your Company
Organization	Sales
Common Name	yourdomain.com
Issuer	

12. Copy the encrypted request onto your local system clipboard. Make sure you include all the data, e.g. -----BEGIN CERTIFICATE REQUEST----- encoded data -----END CERTIFICATE REQUEST-----
13. Go to www.freessl.com and select your SSL certificate type. At the relevant point in the enrollment you will be asked for your CSR. Copy this from your local system clipboard and into the box provided.



Installing your FreeSSL certificate

Your certificate will be sent to you by email. The email message includes the web server certificate that you purchased in the body of the email message.

Copy the certificate from the body of the email and paste it into a text editor (such as notepad) to create text files. Name this file yourdomain.txt and save it in a convenient place.

These instructions apply for both Ensim Pro and Ensim 3.x.

Install your web server certificate

1. Click **SSL Settings** - access to this link may differ depending on your version of Ensim:

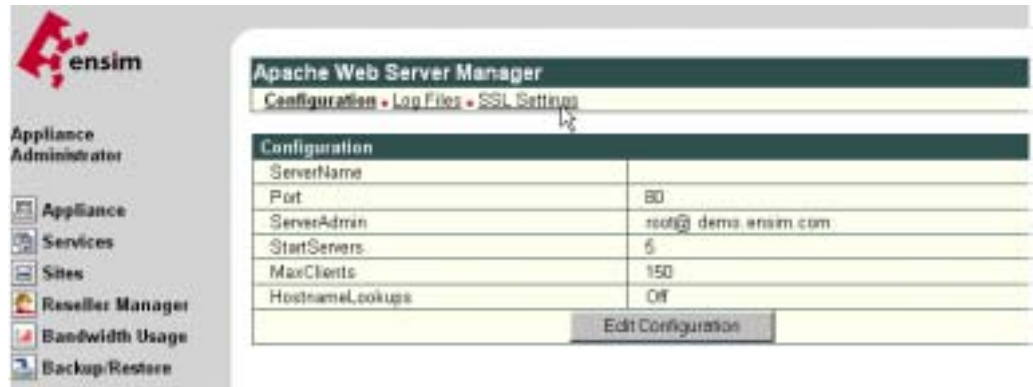
If you are running Ensim Pro. In the shortcuts section of the Home page, click **SSL Settings** in the **Web Server** section:



Or if you are running Ensim 3.x, click the **Services** link on the left, then click the **Edit** button for the **Apache Web Server** service:



Then in the **Apache Web Server Manager** click the **SSL Settings** link:



2. Select **Import** at the bottom of the **SSL Settings** form.

2-Letter Country Code	US
State/Province	Massachusetts
City	Boston
Company	Your Company
Organization	Sales
Common Name	yourdomain.com
Certificate	
<pre>-----BEGIN CERTIFICATE----- MIICmTCCAgICAQAwDQYJKoZIhvcNAQEEBQAwgZQxCzAJBgNVBAYTAUVTMRMwEQYD VQQGEwZlYXpZm9ybm91bnRwDQYDVOQHEwEwBmFaZWlMRUwEYDVOQKEwZ3Zy IENvXGhbnlxOjJAMBgNVBAAsTBNhbGVzMR0wGAYDVOQDEwFkZW1vMTU3LmVuc2Rl LmNvIjEEMkGCSqGSIb3DQEJARYMeW91QG1haWwvY291bW4XDzA2MDQwMTE0NTE1 MVoXDzA2MDQwMTE0NTE1MVoqZQxCzAJBgNVBAYTAUVTMRMwEQYDVOQDEwFkZW1v MTU3LmVuc2RlLmNvIjEEMkGCSqGSIb3DQEJARYMeW91QG1haWwvY291bW4XDzA2 MDQwMTE0NTE1MVoqZQxCzAJBgNVBAYTAUVTMRMwEQYDVOQKEwZ3ZyIENvXGhbnlx OjJAMBgNVBAAsTBNhbGVzMR0wGAYDVOQDEwFkZW1vMTU3LmVuc2RlLmNvIjEEMkG CSqGSIb3DQEJARYMeW91QG1haWwvY291bW4XDzA2MDQwMTE0NTE1MVoqZQxCzAJ BgNVBAYTAUVTMRMwEQYDVOQDEwFkZW1vMTU3LmVuc2RlLmNvIjEEMkGCSqGSIb3D QEBAQUAA4GNADCBiQKBgQDSElvaM5GbbvYIOZuLLEGEc3fapsqQpaNm9G7XsrjkbFskQ8eNl lpZdRrPiqFicY+psQUVDHw++DBCILwZ+9yc3vKTKRnQXFG4SAP40UJkammsy3 QasQSe6K6WJN1eN4b3QW4cqvKOLUJasuAxCp2+464w1JgYQIDAQAEMA0GCSpG Sib3DQEBAUAA4GBALM1hbFg1WYmwtSdn5+P4BqsODyIjZpNiu7L7VBlmH aGPFZuL4UXKShmW0Xsr1nk1hzAeIM28mw6wPbuq1WBAl+OqzEN4mHPsu+AB8 likeqwbABSKS5ADjSLzs4Wm3zNOSdUe7ekJ+e6Vw15WbyADjSj0hr5QN -----END CERTIFICATE-----</pre>	
<input type="button" value="Import"/> <input type="button" value="Generate"/>	

3. Copy the contents of yourdomain.txt and paste it into the Certificate text box
Be sure to include -----BEGIN CERTIFICATE----- through -----END CERTIFICATE-----

NOTE: You will need to restart the appliance after import/generate for the new SSL Settings to be active.



4. Select **Save**.

To make security effective on your domain, restart the Web server. The domain is not secure until you do so.

Test your certificate by using a browser to connect to your server. Use the https protocol directive (e.g. https://your server/) to indicate you wish to use secure HTTP. Note: The padlock icon on your browser will be displayed in the locked position if your certificates are installed correctly and the server is properly configured for SSL.



Installing your ChainedSSL certificate

Firstly when your issuance email arrives you will have two certificates in the email - your server certificate and a Baltimore chained certificate.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

These instructions apply for both Ensim Pro and Ensim 3.x.

Install your web server certificate

1. Click **SSL Settings** - access to this link may differ depending on your version of Ensim:

If you are running Ensim Pro. In the shortcuts section of the Home page, click **SSL Settings** in the **Web Server** section:



Or if you are running Ensim 3.x, click the **Services** link on the left, then click the **Edit** button for the **Apache Web Server** service:



Then in the **Apache Web Server Manager** click the **SSL Settings** link:



Install the Baltimore Chained certificate

1. Open the `/etc/httpd/conf/ssl.crt/` (or `/usr/local/apache/conf/` depending on your setup) directory. If it is not already present, create a new directory called **ca-bundle**.

2. Copy the `baltimore.crt` file to the **ca-bundle** directory that you have just created.

Note: Copy the entire contents of the certificate from (and including) the `-----BEGIN CERTIFICATE-----` and `-----END CERTIFICATE-----` lines.

3. Open the `/etc/httpd/conf/httpd.conf` file in a text editor.

Locate the secure virtual host pertaining to your order - this should be in the bottom 3rd of the `httpd.conf` file. Add the following directive and `baltimore.crt` file reference:

`SSLCACertificateFile /etc/httpd/conf/ssl.crt/ca-bundle/baltimore.crt`

(or `/usr/local/apache/conf/ca-bundle/baltimore.crt` depending on your directory setup)

Save the changes.

4. Open the `/usr/lib/opcenter/fastcgi/httpd.conf` file in a text editor.

Locate the secure virtual host pertaining to your order. Add the following directive and `baltimore.crt` file reference:

`SSLCACertificateFile /etc/httpd/conf/ssl.crt/ca-bundle/baltimore.crt`

(or `/usr/local/apache/conf/ca-bundle/baltimore.crt` depending on your directory setup)

Save the changes.

5. Open the `/usr/lib/opcenter/fastcgi/httpd-tmpl.conf` file in a text editor.

Locate the secure virtual host pertaining to your order. Add the following directive and `baltimore.crt` file reference:

`SSLCACertificateFile /etc/httpd/conf/ssl.crt/ca-bundle/baltimore.crt`

(or `/usr/local/apache/conf/ca-bundle/baltimore.crt` depending on your directory setup)

Save the changes.

6. Restart the physical machine hosting the Web server. The domain is not secure until you do so.

Test your certificate by using a browser to connect to your server. Use the `https` protocol directive (e.g. `https://your server/`) to indicate you wish to use secure HTTP. Note: The padlock icon on your browser will be displayed in the locked position if your certificates are installed correctly and the server is properly configured for SSL.



Plesk Server Administrator

Generate a Certificate Signing Request (CSR)

Follow these instructions to generate a CSR for your Web site. When you have completed this process, you will have a CSR ready to submit to FreeSSL.com in order to be generated into a SSL Security Certificate.

Access the domain management function by clicking on the Domains button at the top of the PSA interface. The Domain List page appears.

1. Click the domain name that you want to secure with SSL. The **Domain Administration** page then appears.
2. If you have an IP based hosting account with SSL support, the Certificate button will be enabled. If you have a name based hosting account the Certificate button will be greyed out. You must have an IP based hosting account to continue.
3. Click the **Certificate** button. The **SSL certificate setup** page appears.
4. The **Certificate Information:** section lists asks for a number of fields to be completed to generate your CSR.

Certificate Information:

Bits:	<input type="text" value="1024"/>	<input type="button" value="BUY CERTS"/> <input type="button" value="VIEW CERTS"/> <input type="button" value="REQUEST"/> <input type="button" value="SELF SIGNED"/>
Country:	<input type="text" value="United States"/>	
State or Province: *	<input type="text"/>	
Location (City): *	<input type="text"/>	
Organization Name (Company): *	<input type="text"/>	
Organization Department/Division Name:	<input type="text"/>	
Domain Name: *	<input type="text"/>	
E-mail: *	<input type="text"/>	

* Required fields.

5. The **Bits** selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop down box next to **Bits**.
6. Enter your details into the **State or Province, Locality, Organization Name** and **Organization Unit Name** (optional) fields.
7. Enter your domain name into the **Domain Name:** field.
8. The domain name is a required field. This will be the only domain name that can be used to access the Control Panel without receiving a certificate warning in the browser. The expected format is www.domainname.com or domainname.com.
9. Click on the **Request** button displayed to the right of your details.



10. Plesk will now email your CSR to the email address provided when you signed up. You will see that the email contains two sections - the RSA Private Key and the Certificate Signing Request. Do not lose your RSA Private Key, you will need this later.
11. Click **Up Level** to return to the Domain Administration page.
12. Go to www.freessl.com and select your SSL certificate type. At the relevant point in the enrollment you will be asked for your CSR. Copy this from your local system clipboard and into the box provided.



Installing your FreeSSL certificate

Your certificate will be sent to you by email. The email message includes the web server certificate that you purchased in the body of the email message.

Copy the certificate from the body of the email and paste it into a text editor (such as notepad) to create text files.

Install your web server certificate

1. From inside PSA, choose the domain in which you are installing the SSL certificate.
2. Access the domain's SSL section by clicking on the certificate button. (If the 'certificate' button is greyed-out, this means the domain is set up for name-based hosting. If you want a domain to utilize all of the SSL capabilities available, that domain must be configured for IP-based hosting.)
3. When a CSR (certificate signing request) is generated there are two different text sections, the RSA Private Key (which will have been emailed to you by Plesk) and the Certificate Request. When installing a certificate, the RSA Private Key text needs to be pasted into the block preceding the web server certificate issued by FreeSSL.com. Example:

```
-----BEGIN RSA PRIVATE KEY-----  
[[ENCODED BLOCK OF TEXT]]  
-----END RSA PRIVATE KEY-----  
-----BEGIN CERTIFICATE-----  
[[ENCODED BLOCK OF TEXT]]  
-----END CERTIFICATE-----
```

4. Paste the Private Key with the Certificate text into the Enter Certificate Text: text box and press the **Send Text** button.

A screenshot of a web form. On the left, there is a text input area with the label "Enter certificate text:" above it. The input area is empty. To the right of the input area is a rectangular button with the text "SEND TEXT" in all caps.

There should be a prompt that reads Certificate Successfully Installed.

If there are any errors in PSA the old certificate will replace the new certificate that you have just sent to the server and you will be required to enter it again into the text box.

Now click **Up Level** to return to the Domain Administration page.

Test your certificate by using a browser to connect to your server. Use the https protocol directive (e.g. https://your server/) to indicate you wish to use secure HTTP. Note: The padlock icon on your browser will be displayed in the locked position if your certificates are installed correctly and the server is properly configured for SSL.



Using your SSL Certificate to secure logging into your Plesk Administrator

1. If you are applying your certificate to the Plesk control panel (in order to secure your login) you will need to login to Plesk Administrator and select **Server**.
2. Select Certificate and complete the above instructions as per applying your SSL certificate to a domain.



Installing your ChainedSSL certificate

Firstly when your issuance email arrives you will have two certificates in the email - your server certificate and a Baltimore chained certificate.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

Install your web server certificate

1. From inside PSA, choose the domain in which you are installing the SSL certificate.
2. Access the domain's SSL section by clicking on the certificate button. (If the 'certificate' button is greyed-out, this means the domain is set up for name-based hosting. If you want a domain to utilize all of the SSL capabilities available, that domain must be configured for IP-based hosting.)
3. When a CSR (certificate signing request) is generated there are two different text sections, the RSA Private Key (which will have been emailed to you by Plesk) and the Certificate Request. When installing a certificate, the RSA Private Key text needs to be pasted into the block preceding the web server certificate issued by FreeSSL.com. Example:

```
-----BEGIN RSA PRIVATE KEY-----  
[[ENCODED BLOCK OF TEXT]]  
-----END RSA PRIVATE KEY-----  
-----BEGIN CERTIFICATE-----  
[[ENCODED BLOCK OF TEXT]]  
-----END CERTIFICATE-----
```

4. Paste the Private Key with the Certificate text into the Enter Certificate Text: text box and press the **Send Text** button.

A screenshot of a web form titled 'Enter certificate text:'. It features a large, empty text area with a vertical scrollbar on the right side. To the right of the text area is a rectangular button with the text 'SEND TEXT' in all caps.

There should be a prompt that reads Certificate Successfully Installed.

If there are any errors in PSA the old certificate will replace the new certificate that you have just sent to the server and you will be required to enter it again into the text box.

Now click **Up Level** to return to the Domain Administration page.

Install the Baltimore chained certificate

1. From inside PSA, choose the domain in which you are installing the SSL certificate.
2. Access the domain's SSL section by clicking on the 'certificate' button.
3. Pay close attention to the icon next to how **Use rootchain certificate** for this domain appears on this page.



4. If the icon is [ON] then the rootchain certificate will be enabled for this domain. If the icon is [X] this function will be disabled.
5. **Ensure the icon is [X] before continuing** (you may need to click the ON/OFF button if the icon is set to [ON]):

Use rootchain certificate for this domain

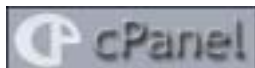
6. Click the **browse** button and locate the baltimore.txt file you have saved from your issuance email earlier.
7. Then click the **Send File** button. This will upload your Baltimore chained certificate to the server.
8. Click the icon button again to set it to the [ON] state.

If there are any errors in PSA the old certificate will replace the new certificate that you have just sent to the server and you will be required to enter it again into the text box. Now click Up Level to return to the Domain Administration page.

Test your certificate by using a browser to connect to your server. Use the https protocol directive (e.g. https://your server/) to indicate you wish to use secure HTTP. Note: The padlock icon on your browser will be displayed in the locked position if your certificates are installed correctly and the server is properly configured for SSL.

Using your SSL Certificate to secure logging into your Plesk Administrator

1. If you are applying your certificate to the Plesk control panel (in order to secure your login) you will need to login to Plesk Administrator and select **Server**.
2. Select Certificate and complete the above instructions as per applying your SSL certificate to a domain.



cPanel and WHM (WebHosting Manager)

Generate a Certificate Signing Request (CSR)

Follow these instructions to generate a CSR for your Web site. When you have completed this process, you will have a CSR ready to submit to FreeSSL.com in order to be generated into a SSL Security Certificate.

cPanel

It is rare that cPanel customers will have direct access to generate their own CSRs and install SSL certificates. If you are a hosting customer and you use cPanel, first check with your hosting provider how you would go about requesting a CSR

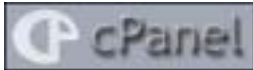
WHM (Web Hosting Manager)

WebHost Manager is the control center of the CPanel / WebHost Manager package. It is used to set up and manage accounts. Use WHM to generate your CSR and install your issued certificate.

1. Click on the **Generate an SSL certificate** and Signing Request link in the SSL/TLS menu.

Create a New Cert			
Contact Info		Create Reset	
Email Address the Cert will be sent to.	admin@business.co.nz		
Cert Info (this will be displayed when a user connects)			
Host to make cert for	business.co.nz	Country (2 letter Abbriavation)	NZ
State	Auckland	City	Auckland
Company Name	Business Incorporated	Company Division	HO
Email	admin@business.co.nz		
Password	esaf545p		

2. Enter the email address to send the certificate to in the Email Address the Cert will be sent to field.
3. Enter the domain that the domain is being created for in the Host to make cert for field.
4. Enter the administration details of the certificate in the Country, State, City, Company Name, Company Division, and Email fields.
5. Enter the password for the certificate in the Password field.
6. Click **Create**.
7. Go to www.freessl.com and select your SSL certificate type. At the relevant point in the enrollment you will be asked for you CSR. Copy this from your local system clipboard and into the box provided.



Installing your FreeSSL certificate

Firstly when your issuance email arrives you will have two certificates in the email - your server certificate and a Baltimore chained certificate.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

CPANEL


It is rare that cPanel customers will have direct access to install SSL certificates. If you are a hosting customer and you use cPanel, check with your hosting provider how you would go about installing a CSR

WHM (Web Hosting Manager)

WebHost Manager is the control center of the CPanel / WebHost Manager package. It is used to set up and manage accounts. Use WHM to install your issued certificate.

Once you have generated or received an SSL certificate (refer to Generating an SSL certificate for more information), you can install the certificate using WebHost Manager. You need both the certificate and key files to install the certificate.

Step 1: To install an SSL certificate:

1. Click on the **Install an SSL Certificate** and **Setup the Domain** link in the **SSL/TLS** menu.
2. Enter the domain, user name, and IP address for the certificate in the Domain, User, and IP Address fields.
3. Click on the  button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.
Note: If you generated the certificate using WebHost Manager, the certificate files will be available.
4. Replace the existing .crt file with yourdomain.txt (as emailed by FreeSSL.com)



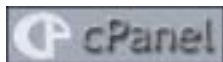
Install A SSL Cert

The crt may already be on the server.
You can try to it or paste the entire .crt file here:

```
-----BEGIN CERTIFICATE-----
MIIDtjCCAx+gAwIBAgIB&DANBgkqhkiG9wOBAQQAFCBnzELMAkGA1UEBhMC
Tlox
ETAPBgNVBAGTCF1Y2tsYW5kMREwDwYDVQQHEwhBdWNRbGFuZDEeMBwGA1UE
ChMV
QnVzaW5lc3MgSW5jb3Jwb3JhdGVkMQswCQYDVQOLEwJIUTEXMBUGA1UEAxMO
YnVz
aW5lc3MuY28ubnoxJDAiBgkqhkiG9wOBCQEFXdl1YkBwcmVjaXNpb25kb2Nz
LmNv
bTAeFw0wMjA0MzAyMTAwMTRaFw0wMjA1MzAyMTAwMTRaMIGfMQswCQYDVQOG
EwJO
WjERMA8GA1UECBMIQXVja2xhbmQxETAPBgNVBACTCF1Y2tsYW5kMR4wHAYD
VQOK
ExVCdXNpbmVzcyBjbmNvcnBvcnF0ZWQxYzA1MzAyMTAwMTRaMIGfMQswCQYDVQOG
Ew5i
dXNpbmVzcy5jby5uejEkMCIGCSqGSIb3DQEJARYVd2ViQHB5ZW5pc21vbmRv
Y3Mu
Y29tMIGfMAOGCSqGSIb3DQEBAQUAA4GNADCBiQKBgQC6UJ1JveSw9FEpGITU
QWWP
YSRQTkdrqMD6Yh1GSUvegD5iMPMKe5rz6DcwCnZmOpKele61Bjto9khrOyhX
```

Domain User

5. Click on the button.



Installing your ChainedSSL certificate

Firstly when your issuance email arrives you will have two certificates in the email - your server certificate and a Baltimore chained certificate.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

CPANEL


It is rare that cPanel customers will have direct access to install SSL certificates. If you are a hosting customer and you use cPanel, check with your hosting provider how you would go about installing a CSR

WHM (Web Hosting Manager)

WebHost Manager is the control center of the CPanel / WebHost Manager package. It is used to set up and manage accounts. Use WHM to install your issued certificate.

Once you have generated or received an SSL certificate (refer to Generating an SSL certificate for more information), you can install the certificate using WebHost Manager. You need both the certificate and key files to install the certificate.

Step 1: To install an SSL certificate:

1. Click on the **Install an SSL Certificate** and **Setup the Domain** link in the **SSL/TLS** menu.
2. Enter the domain, user name, and IP address for the certificate in the Domain, User, and IP Address fields.
3. Click on the  button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

Note: If you generated the certificate using WebHost Manager, the certificate files will be available.



Hsphere

Generate a Certificate Signing Request (CSR)

Follow these instructions to generate a CSR for your Web site. When you have completed this process, you will have a CSR ready to submit to FreeSSL.com in order to be generated into a SSL Security Certificate.

These instructions have been adapted from the HSPHERE user manuals available at www.psoft.net/HSdocumentation/

1. Select Domain info in the Domain Settings menu.
2. Click the Edit icon in the Web Service field.
3. Enable SSL for the domain in the list.
4. Agree to charges, if any.
5. Click the link at the top of the form that appears.
6. On the page that appears, confirm your details by clicking the Submit button:

SSL Certificate Signing Request Parameters	
Site Name	<input type="text" value="katon.psoft.net"/>
e-mail	<input type="text" value="katon@psoft.net"/> +
Company	<input type="text" value="Positive Software"/> +
Organization Unit	<input type="text"/> !
Locality	<input type="text" value="Austin"/> +
State	<input type="text" value="Texas"/>
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/>
<input type="button" value="Submit"/>	

These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of these changes.

7. Follow instructions that appear at the top of the next page.



SSL Certificate Signing Request

```
-----BEGIN CERTIFICATE REQUEST-----
MIIB1zCCAUAQAwgZyxCzAJBgNVBAYTA1VBMQswCQYDVQQLIEwJQOTENMAsGA1UE
BxMETHZpdjEaMBGGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxLjAUBGNVBAsTDU5v
dCBzcGVjaWZpZWQxZjZAVBgNVBAMTDnd3dy5paS5sdm12LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbkbWc29mdC5uZXQwZ8wDQYJKoZIhvcNAQEBBQADgYOAAMIGJAoGB
AMPW1ifPj43obbbkUct1ztWW6Sg2NCA7NVwbf1RuNHZj2RIONJin1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZ2PWqT9fNhgGw
aZSWNNFPsFs/sajduxI1cb4HZBfr0SPyU9TPvHj60tUXAgMBAAGgADANBgkqhkiG
9wOBAQQFAA0BgQC3ywZhJo3LMD0THVf6W3JTzfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDgtD/DBGoXtaARNQU1Xwr2fYcKHRnrxRhnB6iuQTJkr1PyykOTk
-----
```

SSL Server Private Key

```
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7V1ukqtjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoIN4kIP6PskoFtRxNV+S7ib77oP6j9243r15uwgcedlgiXGIMPud95gX
2WT1qk/ZzYahsGmU1jTRT7BbP7Go3bsSJXG+B2QX69Egc1PUz7x4+jrVfWIDAQAB
AoGACTBRXU7U2oCOXUHDxfam5T4HcPsODJW/5pepBGDrvr14+/KBTOix1fcpcCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNETaGWR8YQcWE7wKC+O/3+BKAjF8AkxUo8Dhv
N8CPolrt/ImEi/+oxnRwKhUVrdoT3J613kmJuUsGpZnrDYkCQQDmgE1MD1piBc9A
GJ20CWwGtpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2Yck6KvXOSu+hFcR+B+jHD2a0/9ubT3Lb5UR2+mVWGzYxhg0eg2x
OHCYH9yEQx4RKp5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzeIfXgevp8T/QDyGhCT
-----
```

Temporary SSL certificate

```
-----BEGIN CERTIFICATE-----
MIICwjCCAiugAwIBAgIBATANBgkqhkiG9wOBAQQFAADBKMQswCQYDVQQGEwJVQOTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBEB9sZWcwHhcNMDEwNzAyMTYxOTU0WbcNMDIwNzAyMTYxOTU0WjCB1jEL
MAKGA1UEBhMCVUEXczAJBgNVBAGTAk5BMQswCwYDVQQHEwRMDm12MR0wGAYDVQQK
ExFQb3NpdG12ZSBTb2Z0d2FyZTEWMBQGA1UECXMNTm90IHhNwZWNpZm11ZDEXMBUG
A1UEAxM0d3d3Lm1pLm12aXYudWExHjAcBgkqhkiG9wOBCQEWD2thdG9uQHBzb2Z0
Lm51dDCBnzANBgkqhkiG9wOBAQEFAA0BjQAwgYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrYOIDS1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYI1xiDD1HfeYF91k9apP182GobBp1JY00U+wWz+XqN27EiVx
-----
```

- SSL Certificate Signing Request (your CSR). It includes the details that you submitted on the previous step.
 - SSL Server Private Key. This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
 - Temporary SSL Certificate. It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.
8. Copy the signing request and private key for later use.
 9. Click Submit Query.
 10. Go to www.freessl.com and choose to get a new SSL certificate. When requested, enter the CSR that you have saved.



Installing your FreeSSL certificate

Firstly when your issuance email arrives it will contain your web server certificate.

Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

Note: Copy the entire contents of the certificate from (and including) the -----BEGIN CERTIFICATE----- and -----END CERTIFICATE----- lines.

1. Open your control panel home page
2. Click **SSL** on your control panel home page.
3. Click the **Edit** icon in the **SSL field** on the **Web Services** page.
4. Enter the yourdomain.txt file into the box named **Install Certificate** based on previously generated Certificate request and click Upload.

Edit SSL	
Domain Name:	katon_u0.u1.psoft
Install Certificate based on previously generated Certificate request	Certificate File: <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
	<input type="button" value="upload"/>



Installing your ChainedSSL certificate

Firstly when your issuance email arrives you will have two certificates in the email - your server certificate and a Baltimore chained certificate.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

Note: Copy the entire contents of the certificate from (and including) the -----BEGIN CERTIFICATE----- and -----END CERTIFICATE----- lines.


















1. Open your control panel home page
2. Click **SSL** on your control panel home page.
3. Click the **Edit** icon in the **SSL field** on the **Web Services** page.
4. Enter the yourdomain.txt file into the box named **Install Certificate** based on previously generated Certificate request and click Upload.

A screenshot of a web control panel interface. The title is "Edit SSL". There is a "Domain Name:" field with the value "katon_u0.u1.psoft". Below that is a large text area labeled "Certificate File:" with an "upload" button at the bottom left. To the left of the text area, there is a vertical label: "Install Certificate based on previously generated Certificate request".

5. Enter the baltimore.txt file into the box Certificate Chain File and click Install. Note, if you are administering Shared SSL, this section is referred to as the Certificate Authority File.

A screenshot of a web control panel interface. It shows a large text area labeled "Certificate Chain File" with an "Install" button at the bottom left.

APPENDIX – Compare Certification Authorities

	SSL Certificate Product Name	Price (US\$)	WebTrust compliant	Single Cert Install	Acceptable for commercial sites	Suitable for	Root Certificate Ownership	Issuance Speed	Validation Process	Encryption Strength	Support	CA Operations Housed in which country
	Commerce Site	1395		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	40 / 128 bit	Tel, web, email	
	Secure Site	895		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	40 / 128 bit	Tel, web, email	
	QuickSSL	149		✓	✓	Enterprise & SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	QuickSSL Premium	199		✓	✓	Enterprise & SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	True Business ID	249		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
 A Verisign Company	Web Server	200		✓	✓	SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	SSL Server	349		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	Webserver	149		✗	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	Secure Site	149		✗	✓	SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	SSL Certificate	38		✓	✗	SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	InstantSSL†	49		✗	✓	SMB	Relies on Baltimore root	2 working days	Manual	128 bit	Web, email	
	ChainedSSL†	35		✗	✓	SMB	Relies on Baltimore root	10 minutes	Automated	128 bit	Tel, web, email	
	FreeSSL	35		✓	✗	SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	

†Comodo's InstantSSL products and FreeSSL.com's ChainedSSL product are chained to the Baltimore root (known as the GTE CyberTrust root). This means that Baltimore has issued "intermediate" certificates to both Comodo and FreeSSL.com in order for their issued certificates to be recognized by browsers.

This means that the InstantSSL product range and the ChainedSSL product have the same browser acceptance rates. Neither Comodo nor FreeSSL.com own the Baltimore root CA certificate used to issue the intermediate certificate.

SMB = Small to Medium Businesses