GeoTrust QuickSSL Manager

User Guide

Doc ID: GEOTSSL-001 (3/31/05)

Contents

Chapter 1: Getting Started

Overview

GeoTrust QuickSSL Manager is an application designed to streamline—and in most cases, completely automate—purchase, installation and renewal of GeoTrust certificates. The tasks you can perform in GeoTrust QuickSSL Manager (and those you cannot) differ depending upon the type of domain you are working with. The different levels of support are listed below.

Primary Domain Your *primary domain* is the domain associated with your control panel (e.g., example.com). GeoTrust QuickSSL Manager provides full support for your primary domain certificate; in other words, you can purchase, install and renew the certificate all from within the user interface.

Third-Level Domain (Primary) A *third-level domain of your primary domain* points to a subdirectory of your primary domain. For example, if your primary domain is *example.com*, you might have a third-level domain called *code.example.com* that points to the directory, *example.com/code*. GeoTrust QuickSSL Manager provides full support for third-level domains of the primary domain; however, if you choose to install a third-level domain certificate, doing so will overwrite the primary domain certificate (assuming you purchased and installed one).

Sub-Domain (Primary) A *sub-domain of your primary domain*, like a third-level domain of your primary domain, points to a subdirectory of your primary domain; for example, you might have the sub-domain *example.org* pointing to the *example.com/code* directory. GeoTrust QuickSSL Manager supports the purchase of sub-domain certificates, but not the installation of them.

Parked Domain A *parked domain* is a pointer to your primary domain. For example, you might create a parked domain called *example.org* that points to your primary domain, e.g., *example.com.* GeoTrust QuickSSL Manager supports the purchase of parked domain certificates, but not the installation of them.

Offsite Domain GeoTrust QuickSSL Manager supports the purchase of offsite domain certificates only for domains which are hosted on servers that support the *Apache + SSLeay* platform. Installation of such certificates is not supported.

This help system introduces the GeoTrust QuickSSL Manager user interface and guides you, screen-by-screen, through the process of securing your domains with GeoTrust certificates.

Although GeoTrust QuickSSL Manager automates the certificate request process as much as possible, it cannot be used to configure contact email addresses. To avoid problems, make sure these addresses have been set up before you attempt to request a certificate.

Looking at the user interface

The GeoTrust QuickSSL Manager user interface consists of two Purchase buttons—one for primary domain certificates, the other for offsite domain certificates—and a Certificate Inventory table.

The Certificate Inventory table is divided into five columns:

Domain The domain name associated with a certificate. If you are a reseller, your resold accounts will appear separately within a drop-down menu.

Status Indicates certificate status for the domain as an upper-cased keyword.

Expiration Date The date when the certificate will expire, shown in $MM/DD/YYYY$ format. When a certificate has not been installed for a domain (Status: NOT INSTALLED), the expiration date shown is $00/00/0000$.

Next Action A table cell listing all available actions you may perform on the certificate.

In addition to these four labeled columns, the Certificate Inventory table includes an unlabeled column that stores a View Info button. Clicking this button provides whatever information is currently available for the certificate (based upon on its status).

Chapter 2: Securing Domains

Overview

GeoTrust QuickSSL Manager allows you to purchase and install certificates for your primary domain (and any sub-domains) as well as domains hosted offsite. The seven-step process is as follows:

1 Set up administrator and approver email addresses.

2 Generate the CSR.

3 Order the desired certificate.

4 Specify contact information for the certificate.

5 Review and submit the certificate order.

6 Approve the certificate request.

7 Install the certificate.

The final step—installation—is different for primary domains and domains hosted elsewhere. If the certificate is for a primary domain, GeoTrust QuickSSL Manager will install the certificate with a single mouse click. If the certificate is for a domain hosted elsewhere, you will need to take care of the installation yourself, using the Certificate Inventory to view the key, certificate and password.

> Certificates requested through GeoTrust QuickSSL Manager will not install on any SSL platform other than Apache + SSLeay. If the domain you want to secure is hosted elsewhere, contact the technical support department where the domain is hosted and confirm that they support this SSL platform.

The remaining topics in this section provide comprehensive, screen-by-screen instructions for securing a domain and—when the time comes— renewing its certificate.

Setting up email addresses

Before you begin the certificate ordering process, the following two email addresses must exist:

Administrator The email address where messages concerning the certificate will be sent. There are no requirements for this address. It can be on a your primary domain or a domain hosted elsewhere.

Approver The email address where the instructions on how to approve the requested certificate are sent. The approver email addresses you may choose from are

predetermined; they appear as options within a drop-down menu when you reach the certificate ordering stage. Included on this list are seven generic addresses authorized by GeoTrust along with any contact addresses GeoTrust QuickSSL Manager could obtain from the domain registrar (e.g., administrative contact, technical contact, etc.). If you choose one of the generic email addresses, it must exist on the domain where the certificate will be installed (e.g. example.com) and the username (i.e., the part before the @ sign) must match one of the usernames authorized by GeoTrust. There are seven such generic email addresses:

- admin@example.com
- administrator@example.com
- hostmaster@example.com
- root@example.com
- ssladmin@example.com
- sysadmin@example.com
- webmaster@example.com

Note: You can use Mail Manager (located in the Mail section of your Control Panel) to create the administrator and/or approver email addresses and, at your option, set up message forwarding for them.

Generating the CSR

CSR is an abbreviation for *Certificate Signing Request.* A CSR is an *unsigned* copy of your certificate. GeoTrust will use the CSR to generate the *signed* certificate, which is the actual certificate installed on the domain. The form you submit to generate a CSR has the following fields:

Domain An unlabeled field at the top of the window. When generating a CSR for your primary domain, the input field is reserved for entering third-level domains; if you are generating a certificate for *the* primary domain, leave this field blank. When generating a CSR for an offsite domain, you must enter the full domain name in the input field.

Password An alpha-numeric value containing a minimum of four characters. The password does not map to any other password (e.g., your Control Panel password, the DNS password, etc.). You can create any password you wish.

City, State/Province and Country These fields are where you specify the land address associated with the domain; you can not use abbreviations. It is advisable that you use the same land address specified in the DNS record for the domain. You can choose to enter a different address, but keep in mind that the location you specify will be displayed to visitors who choose to view your certificate details.

Organization Name This should be the exact legal name of the company/organization associated with the domain. If the domain is for your personal use and/or not associated with a legal entity, you can enter a value you wish here. However, as with the land address, what you enter will be displayed in the certificate details.

Administrator Email Address The email address you set up prior to starting the certificate ordering process. You will need to enter this email address again prior to reviewing your certificate order.

To generate a CSR:

1 Click the GeoTrust QuickSSL icon in the Ecommerce section of your control panel.

2 Do one of the following:

• If the certificate is for your primary domain, click the *Purchase additional GeoTrust Certificates for your primary web site domain* button, located above the Certificate Inventory table.

• If the certificate is for a domain hosted elsewhere, click the *Purchase a GeoTrust Certificate for a domain to be installed offsite* button.

3 Fill out the form according to the field descriptions above.

4 To clear values and start over, click Reset. To generate a CSR, click Submit Selection.

If your submission was complete and valid, the product ordering page is displayed.

Ordering the certificate

There are two types of GeoTrust certificates, *standard* ("Secure Certificate") and *premium* ("Premium Secure Certificate"). Both types offer full 128-bit encryption and include a special graphic—called a *seal*—that you can display on your secured website. It is the seal that differentiates the two types of certificates.

QuickSSL Seal Available for use with a standard certificate. The QuickSSL seal is a simple GIF image that indicates your website has been *secured by GeoTrust*.

There is no special code associated with the QuickSSL seal; you may add it to a web page just as you would any other image. The seal is also available as an animated GIF.

QuickSSL Premium Smart Seal Available for use with a premium certificate. The smart seal is downloaded from GeoTrust each time the page on which it appears is accessed;

unlike the standard seal, the premium seal is an actual button, which your visitor can click to display additional verification information.

Instructions for installing the button are emailed to the administrator after the premium certificate request has been approved. They are also available on the GeoTrust website.

Both types of certificate (standard and premium) are available in one-year, two-year and three-year versions.

To order a certificate:
Click the Order Now link to the right of the certificate you want to purchase. The QuickSSL Terms and Conditions screen is shown.

Specifying contact information

As a final, required step before reviewing your certificate order, you must submit contact information for the administrator and approver of the certificate. You will not be able to do so without first agreeing to the QuickSSL Terms and Conditions.

The contact information form includes the following fields:

Fist Name, Last Name and Email Address The first name, last name and email address of the certificate administrator. The email address entered must match the one entered when generating the CSR.

Approver Email Address A drop-down list of possible approver email addresses auto-generated by GeoTrust QuickSSL Manager, based upon the domain name you entered when generating the CSR. The email address you select should be the one you set up (or verified as working) before you began the certificate ordering process.

To specify contact information:

1 Enter the first and last names of the certificate administrator.

2 Enter the certificate administrator email address in the Email Address field.

3 Select the certificate approver email address from the Approver Email Address drop-down menu.

4 Click the Submit QuickSSL Order button, which will be disabled if you have not yet agreed to the terms and conditions.

Upon a successful submission, the Review Order screen is shown.

Reviewing the order

The Review Order screen allows you to verify the particulars of your order and, if necessary, make changes before an email message is sent to the approver and your account is charged.

To edit order details:

1 Click the Edit button. This will take you back two screens to where you select the type of certificate you want to purchase.

2 Click the appropriate Order Now button to advance to the Contact Information screen.

3 If necessary, edit the contact information. Then, click the Submit QuickSSL Order button to return to the Review Order screen.

4 When you are ready to purchase the certificate, click Submit.

If your submission was successful, a confirmation screen appears and an email message, containing instructions on how to approve the certificate, is sent to the designated approver. This screen indicates the type of certificate you have ordered (e.g., QuickSSL Standard) and specifies the amount your account will be charged once the certificate has been approved.

At this point, the Certificate Inventory entry for the domain will be set to PENDING status and the available action will be Cancel Order. The Administrator can click this link to cancel the order (if he does so before the Approver approves the request).

Approving the certificate request

Before the administrator can install the requested certificate, the approver must approve the certificate. To accomplish this, the approver needs only to follow the instructions emailed to him by GeoTrust. Once the certificate has been approved, GeoTrust will communicate this to GeoTrust QuickSSL Manager, which will change the Certificate Inventory status for the domain from PENDING to PURCHASED and the Next Action to Install Certificate.

Installing the certificate

Once your request has been approved, the certificate will be ready for installation. If the certificate is for your primary domain—that is, your control panel domain or a third-level sub-domain of it—GeoTrust QuickSSL Manager will install the certificate with a single-mouse click. If the domain is offsite, you will need to install the certificate yourself, using GeoTrust QuickSSL Manager to view the certificate, key and password.

Although you may purchase multiple certificates for a particular domain, that domain can only have one certificate installed on it. Installing a certificate on a domain that has already been secured will cause the existing certificate to be overwritten (and lost).

To install a certificate on your primary domain:

1 On the main page of the GeoTrust QuickSSL Manager, locate the domain in the Certificate Inventory table (at the bottom of the window).

2 In the Next Action column, click Install Certificate.

The certificate is automatically installed on the domain.

To install a certificate on an offsite domain:

1 Use the View Certificate, Key and Password link in the Action column of the Certificate Inventory to view the certificate particulars.

2 Ask the technical support department of the company who is hosting the domain to provide you with certificate installation instructions.

Renewing

You can renew certificates you have purchased through GeoTrust QuickSSL Manager. When a certificate is within 30 days of expiration, its expiration date will be displayed in red.

To renew a certificate:

1 Click Renew Certificate in the Next Action column for the certificate you want to renew; doing so will take you to the certificate order screen.

2 Click the Renew Now link for the type of certificate you want to purchase.

On the Certificate Order page, click the Renew Now link. The remainder of the process is exactly the same as when you originally purchased the certificate.