

## SSL Certificate Error:



### Microsoft Users

Select one of the options below:

#### Option 1: Through Microsoft Update *\*Recommended\**

- You must use Internet Explorer<sup>®</sup>
- Browse to: <http://www.update.microsoft.com>
- Install any update to the ActiveX<sup>®</sup> control for using the Windows<sup>®</sup> Update site
- Click the **'Custom'** button
- Click **'Software, Optional'**, from the menu on the left
- Select the **'Root Certificates Update'** checkbox
- Click **'Install Updates'** from the menu on the left
- Click the **'Install Updates'** button
- Follow the instructions

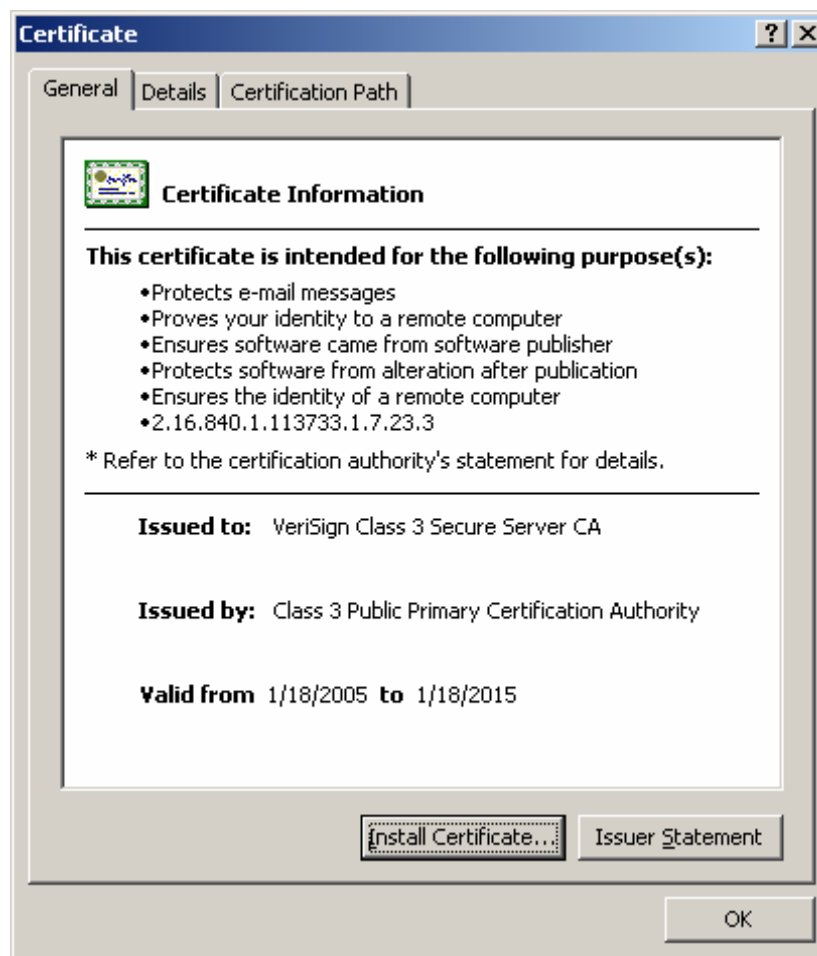
#### Option 2: Manual install

- Open Notepad from your computer
  - Click the **'Start'** button
  - Click **'Run'** from the menu
  - Type notepad, Click **'OK'**
- Browse to: <http://www.verisign.com/support/verisign-intermediate-ca/secure-site-intermediate/index.html>
- Click the **'Select All'** button above the text area
- Copy the contents by highlighting and typing **CTRL+C**
- Paste this into the open Notepad window by clicking in the window and typing **CTRL+V**
  - Or paste from the Notepad menu

Select **'Edit'**

Select **'Paste'** from the drop down menu

- Save the file in Notepad
  - Select **'File'** from the menu
  - Select **'Save As...'**
  - Select **'All Files'** from the 'Save as type:' drop down menu in the 'Save As' window
  - Name the file with a ".cer" extension, for example:  
verisign\_class3\_secure\_server\_ca.cer
  - Close Notepad
  - Double Click on the new file you just created  
verisign\_class3\_secure\_server\_ca.cer
  - You should see:



- Click the **'Install Certificate...'** button
- Follow the instruction form the Wizard
  - Click **'Next'** on the first screen
  - Select **'Automatically select the certificate store based on the type of certificate'**
  - Click **'Next'**
  - The last screen should indicate a successful installation.
  - Click **'Finish'**

## Mac users:

- Open TextEdit from the Applications folder in your local hard drive
- Browse to: <http://www.verisign.com/support/verisign-intermediate-ca/secure-site-intermediate/index.html>
- Click “**Select All**” above the text area
- Copy the contents by highlighting and typing **Command + C**
- Paste this into the open TextEdit window by clicking in the window and typing **Command + V**
  - Use the Command + V keyboard shortcut
  - Or Paste from the TextEdit menu
    - Select “**Edit**”
    - Select “**Paste**”
- Convert the document to plain text
  - From the “**Format**” window
    - Select “**Make Plain Text**”
- Save the file from TextEdit
  - Select “**File**” from the menu
  - Select “**Save As...**”
  - Name the file with a “.cer” extension, for example:  
verisign\_class3\_secure\_server\_ca.cer
  - Close TextEdit
- Install the certificate
  - Double-click the certificate file
  - Choose a keychain from the pop-up menu and click OK
  - If you're asked to provide a name and password, type the name and password for an administrator user on your computer
- For more information, go to [www.apple.com/](http://www.apple.com/)