Requesting a Certificate Signing Request (CSR) from VeriSign

Customers must request the user certificate (CSR) in **Base64 encoded X.509V3** format. VeriSign sends the certificates in multiple files. If only the user certificate is received from Verisign, use the link below to download the root CA certificate, also known as intermediate CA:

http://www.verisign.com/support/install/index.html

Two types of certificates are needed:

1. **User certificate**
2. **Intermediate CA or root CA certificate**

Sterling Commerce documentation refers to the intermediate and root or CA certificates as the trusted root certificate.

Note: It is easy to connect the wrong private key and certificate files when generating a key certificate.

- ***Symptom:*** The certificate passes verification in Certificate Wizard but the passphrases fails validation in Secure+ Administration.
- ***Cause:*** The wrong private key or certificate files were specified when generating a key certificate.

The Certificate Wizard version 1.0.00 does not verify that a private key belongs to a certificate. When generating a CSR and generating a key certificate, verify that the correct files are used.

This trusted.txt file is not used by Certificate Wizard or Secure+ Administration.

The intermediate root file is the final verification and should trust all other signers.

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