

# GlobalSign Customers

## Enterprise PKI Client Authentication User Guide

Employing authentication as an additional security layer to the EPKI platform



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## I. BACKGROUND INFORMATION

GlobalSign has implemented client authentication as the method to access areas within EPKI requiring enhanced protection. Certificate management functions reside in a secure area that requires client authentication with a GlobalSign EPKI Administrator Certificate. All other functions are accessible without authentication. EPKI Administrator certificates will be automatically issued at initial log-in to the EPKI tab found in the GlobalSign Certificate Center (GCC).

## II. EPKI ADMINISTRATOR CERTIFICATE ISSUANCE

### STEP 1: LOG IN TO THE GCC

Go to <https://system.globalsign.com/au/signon/gacp/usernamePasswordLogin.do> and enter your current username and password.

Ordering Certificates from GlobalSign is Quick & Easy

Log into your Certificate Center account for the quickest way to buy additional Certificates.

User Name :   
\* English one byte characters  
e.g) PAR\*\*\*\*\*admin

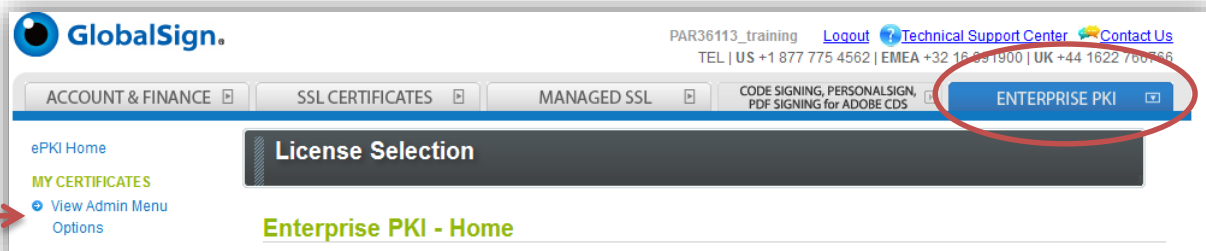
Password :   
\* English one byte characters

Login

[Forgot your Password? Click here](#)

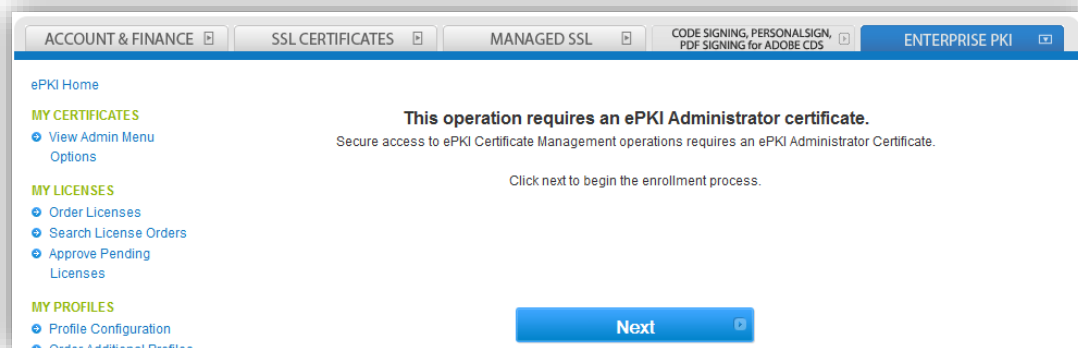
### STEP 2: SELECT EPKI TAB

To obtain your EPKI Administrator Certificate, click the **View Admin Menu Options** link under **My Certificates** in the left hand menu to start the enrollment process.



### STEP 3: ENROLL FOR EPKI ADMINISTRATOR CERTIFICATE

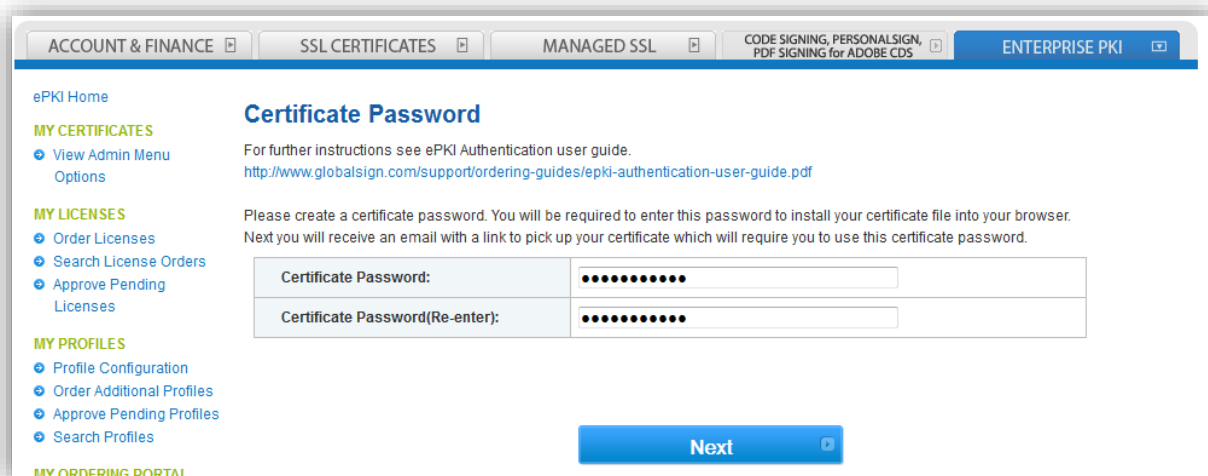
Click on the **Next** button to begin the enrollment process.



The screenshot shows the ePKI Home page with a navigation bar at the top containing tabs for ACCOUNT & FINANCE, SSL CERTIFICATES, MANAGED SSL, CODE SIGNING, PERSONAL SIGN, PDF SIGNING for ADOBE CDS, and ENTERPRISE PKI. The left sidebar lists sections: MY CERTIFICATES (View Admin Menu, Options), MY LICENSES (Order Licenses, Search License Orders, Approve Pending Licenses), and MY PROFILES (Profile Configuration, Order Additional Profiles). The main content area displays the message: "This operation requires an ePKI Administrator certificate. Secure access to ePKI Certificate Management operations requires an ePKI Administrator Certificate. Click next to begin the enrollment process." A blue "Next" button is located at the bottom right of the main content area.

The

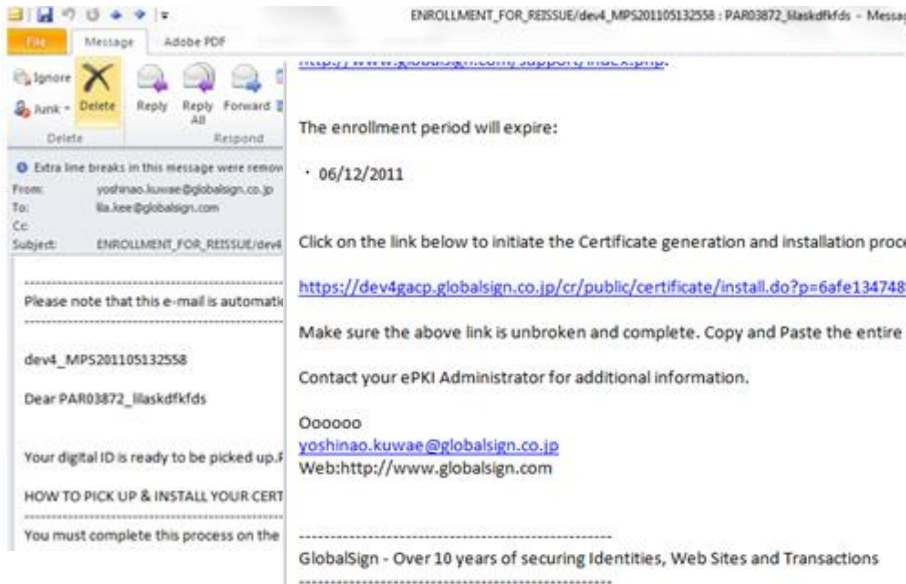
EPKI Administrator enrolls for the certificate by assigning a minimum 12 character alphanumeric certificate password (also known as the PKCS12 private key password). **You will need to remember this password for step 5 – Certificate Installation.**



The screenshot shows the ePKI Home page with the same navigation bar and sidebar as the previous screenshot. The main content area is titled "Certificate Password" and contains the following text: "For further instructions see ePKI Authentication user guide. <http://www.globalsign.com/support/ordering-guides/epki-authentication-user-guide.pdf> Please create a certificate password. You will be required to enter this password to install your certificate file into your browser. Next you will receive an email with a link to pick up your certificate which will require you to use this certificate password." Below this text are two input fields: "Certificate Password:" and "Certificate Password(Re-enter):", both containing masked characters (dots). A blue "Next" button is located at the bottom right of the main content area.

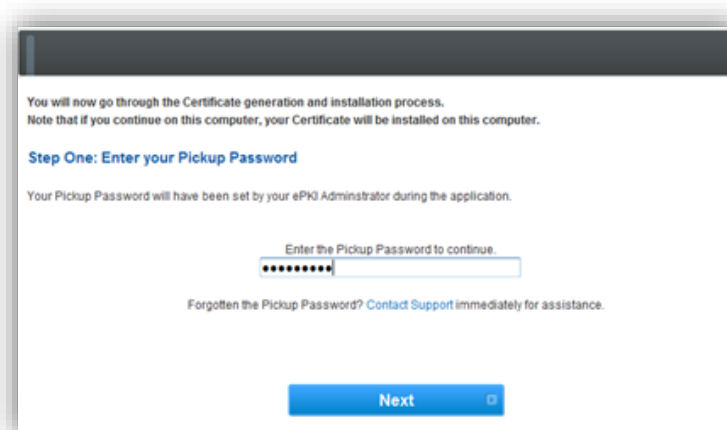
#### STEP 4: INSTALL CERTIFICATE

You will be sent an enrollment email containing an installation link. Click the link inside your enrollment email to begin the installation process.



#### STEP 5: IMPORT CERTIFICATE

First you will be prompted to enter the previously established Certificate pick-up password (from step 3).



Next you will need to establish the PKCS12 Private Key password and accept the Subscriber Agreement.

Reminder: the PKCS12 password must be alphanumeric and 12 characters long. You will need to remember this password to install your certificate.

Certificate Password <b>Required</b>	..... <small>Password must be a minimum of 12 characters. Alpha-numeric values only (A-Z, 0-9)</small>
Certificate Password (re-enter) <b>Required</b>	.....

ePKI Service Agreement

GlobalSign Subscriber Agreement

GlobalSign Subscriber Agreement PersonalSign: Version 1.3 1 of 6

GlobalSign Subscriber Agreement for PersonalSign Certificates Version 1.3

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE DIGITAL CERTIFICATE ISSUED  
GlobalSign CPS is incorporated by reference hereto and is available at [www.globalsign.com](http://www.globalsign.com)

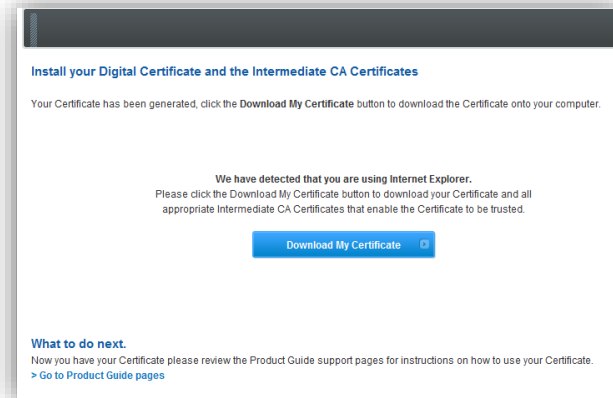
1. Definitions

☒ I AGREE TO THE SUBSCRIBER AGREEMENT

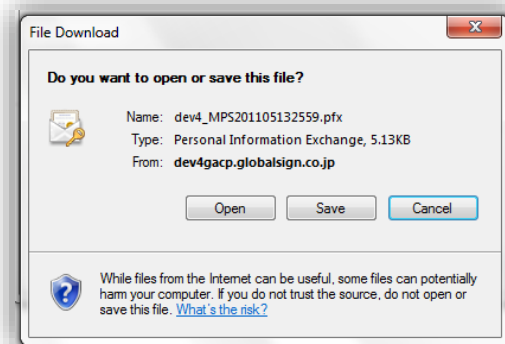
**Next**

## STEP 6: DOWNLOAD CERTIFICATE

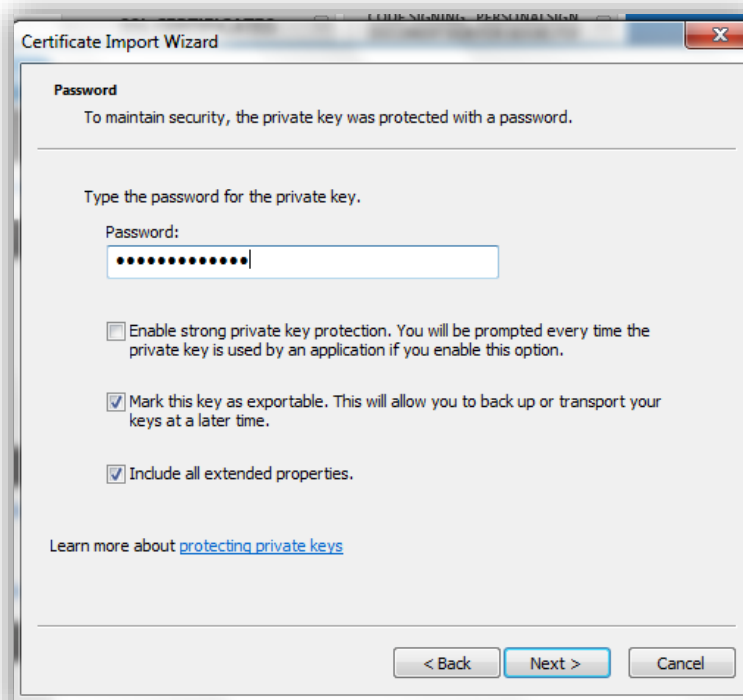
Click the **Download My Certificate** button.



Select **open** when the **File Download** window appears.



Enter the PKCS12 password (from Step 5) when the **Certificate Import Wizard** window appears.



Note: You can mark the key as exportable if you wish to use the certificate on a different machine and/or browser.

### STEP 7: CERTIFICATE ISSUED

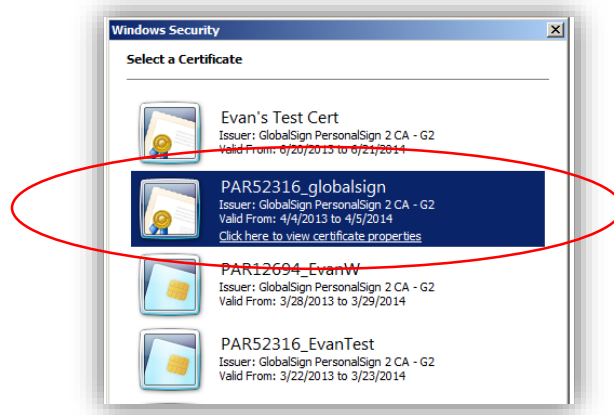
Note your EPKI Administrator Certificate will include the following identity elements:

- CN = Your PAR\_Username (your username when you log in to the GCC)
- Email = The Administrator's email
- O = GlobalSign EPKI Administrator Certificate (your organization name is removed)
- OU = Email control validated by GlobalSign – authenticated by LRA

The EPKI Administrator Certificate will have a validity period of 1 year from the date it was issued.

### STEP 8: SECURE AREA ACCESSED VIA CLIENT AUTHENTICATION

The certificate management area of the EPKI portal is accessed via client authentication. When you try to access the **My Certificates** menu items, you will be prompted to select a certificate – choose the one that includes your PAR\_Username.

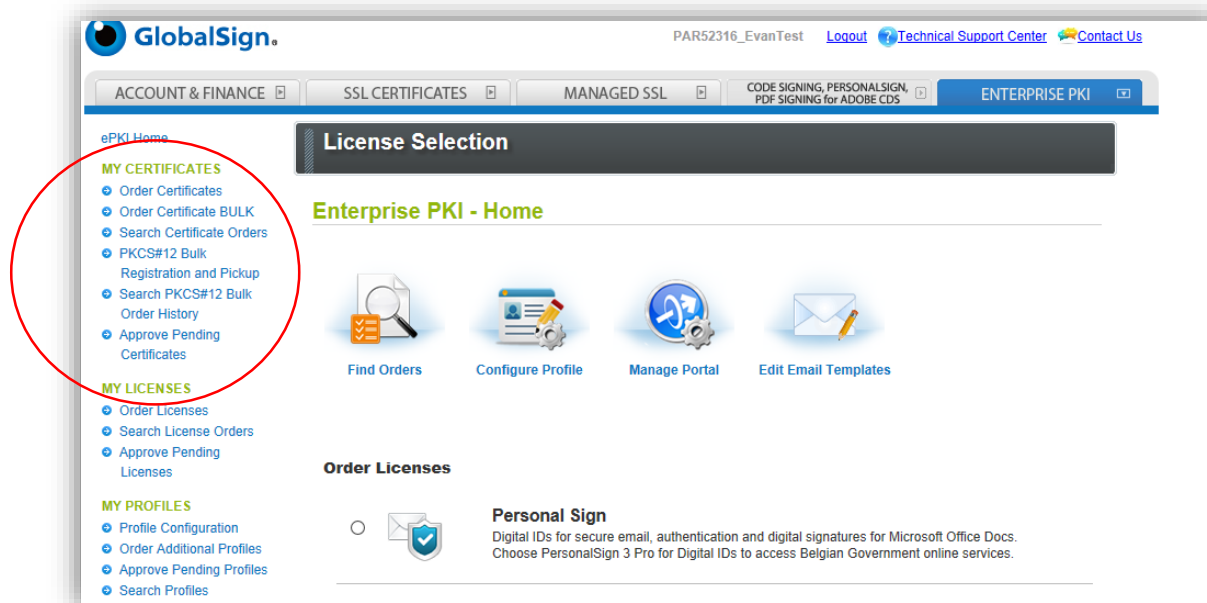


Note: There is only one active EPKI Administrator per PAR\_Username. Any additional EPKI Administrators will be issued unique Administrator Certificates.

### STEP 8: ACCESS FULL EPKI FUNCTIONS

After selecting your certificate, you will have full access to all areas of the EPKI portal.

Note the expanded left menu in the screen image below.

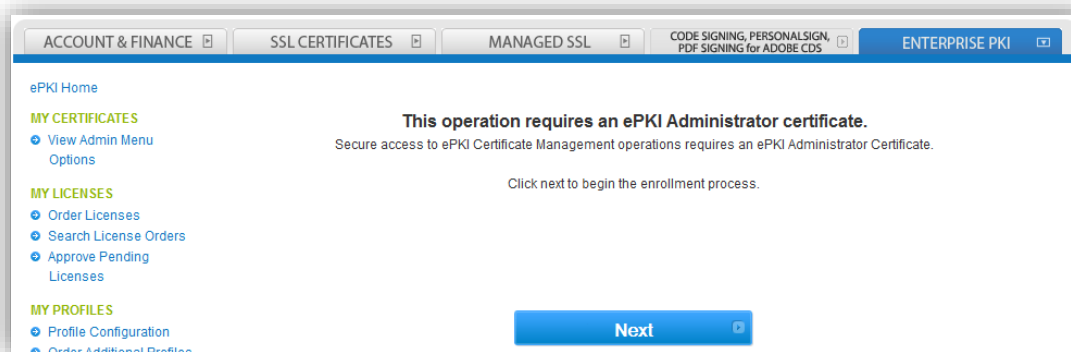


### III. LOST OR EXPIRED EPKI ADMINISTRATOR CERTIFICATES

In the event you have lost or expired your EPKI Certificate you may enroll for a replacement certificate. Replacement certificates will make previous Administrator Certificates inactive.

#### STEP 1: CANCEL OLD CERTIFICATE

Simply click cancel when prompted to authenticate to a secured area of the EPKI portal (i.e., **View Admin Menu Options**). Then click next on the following screen to begin the replacement certificate registration process.



## STEP 2: ESTABLISH CERTIFICATE PICK-UP PASSWORD

The replacement certificate process requires the creation of a pick-up password. The password must be alphanumeric and a minimum of 8 characters.

**Note: This is not the same as the PKCS12 password.**

The screenshot shows the GlobalSign ePKI web interface. The top navigation bar includes links for ACCOUNT & FINANCE, SSL CERTIFICATES, MANAGED SSL, CODE SIGNING, PERSONAL SIGN, PDF SIGNING for ADOBE CDS, and ENTERPRISE PKI. The left sidebar contains sections for MY CERTIFICATES, MY LICENSES, MY PROFILES, and MY ORDERING PORTAL. The main content area is titled 'Certificate Password' and provides instructions for creating a password. It includes two input fields: 'Certificate Password:' and 'Certificate Password(Re-enter):', both masked with dots. A 'Next' button is located at the bottom right of the form.

## STEP 3: INSTALL REPLACEMENT CERTIFICATE

You will be sent an enrollment email containing an installation link. Click the link inside your enrollment email to begin the installation process.

The screenshot shows an email client interface with an open message titled 'ENROLLMENT\_FOR\_REISSUE/dev4\_MPS201105132558 : PAR03872\_llaskdfkfds - Message'. The email header shows it is from yoshinao.kuwae@globalsign.co.jp to lla.kee@globalsign.com. The body of the email contains the following text:

Please note that this e-mail is automatically sent from a noreply mail

dev4\_MPS201105132558

Dear PAR03872\_llaskdfkfds

Your digital ID is ready to be picked up. Please follow the instructions

HOW TO PICK UP & INSTALL YOUR CERTIFICATE

You must complete this process on the machine from which you inte

The enrollment period will expire:

• 06/12/2011

Click on the link below to initiate the Certificate generation and installation process.

<https://dev4gacp.globalsign.co.jp/cr/public/certificate/install.do?p=6afe134748fb4f07e2c86798c98c36d5aa1ab297>

Make sure the above link is unbroken and complete. Copy and Paste the entire link into your browser if necessary.

Contact your ePKI Administrator for additional information.

Oooooo

[yoshinao.kuwae@globalsign.co.jp](mailto:yoshinao.kuwae@globalsign.co.jp)

Web: <http://www.globalsign.com>

GlobalSign - Over 10 years of securing Identities, Web Sites and Transactions

## STEP 4: IMPORT CERTIFICATE

First you will be prompted to enter the previously established Certificate pick-up password (from step 2).

This screenshot shows a web interface for the certificate generation process. At the top, it states: "You will now go through the Certificate generation and installation process. Note that if you continue on this computer, your Certificate will be installed on this computer." Below this, the heading "Step One: Enter your Pickup Password" is displayed. A message follows: "Your Pickup Password will have been set by your ePKI Administrator during the application." A text input field is labeled "Enter the Pickup Password to continue." and contains a series of dots. Below the field, a link reads: "Forgotten the Pickup Password? [Contact Support](#) immediately for assistance." At the bottom, there is a blue "Next" button.

Next you will need to establish the PKCS12 Private Key password and accept the Subscriber Agreement. Reminder: the PKCS12 password must be alphanumeric and 12 characters long. You will need to remember this password to install your certificate.

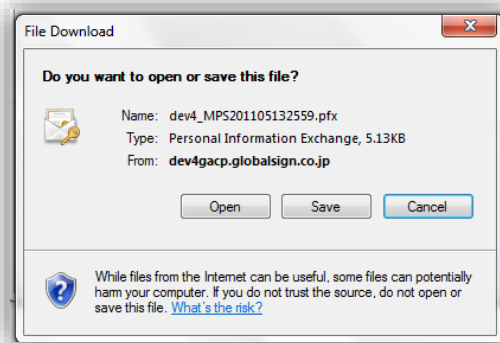
This screenshot shows a web interface for entering a password and accepting a service agreement. At the top, there are two password input fields. The first is labeled "Certificate Password Required" and the second is labeled "Certificate Password (re-enter) Required". Both fields contain a series of dots. Below the fields, a message states: "Password must be a minimum of 12 characters. Alpha-numeric values only (A-Z, 0-9)". Below the password fields, the heading "ePKI Service Agreement" is displayed. A text area contains the following text: "GlobalSign Subscriber Agreement", "GlobalSign Subscriber Agreement PersonalSign: Version 1.3 1 of 6", "GlobalSign Subscriber Agreement for PersonalSign Certificates Version 1.3", "PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE DIGITAL CERTIFICATE ISSUED", "GlobalSign CPS is incorporated by reference hereto and is available at [www.globalsign.com](#)", "1. Definitions". Below the text area, there is a checkbox labeled "I AGREE TO THE SUBSCRIBER AGREEMENT" which is checked.

## STEP 5: DOWNLOAD CERTIFICATE

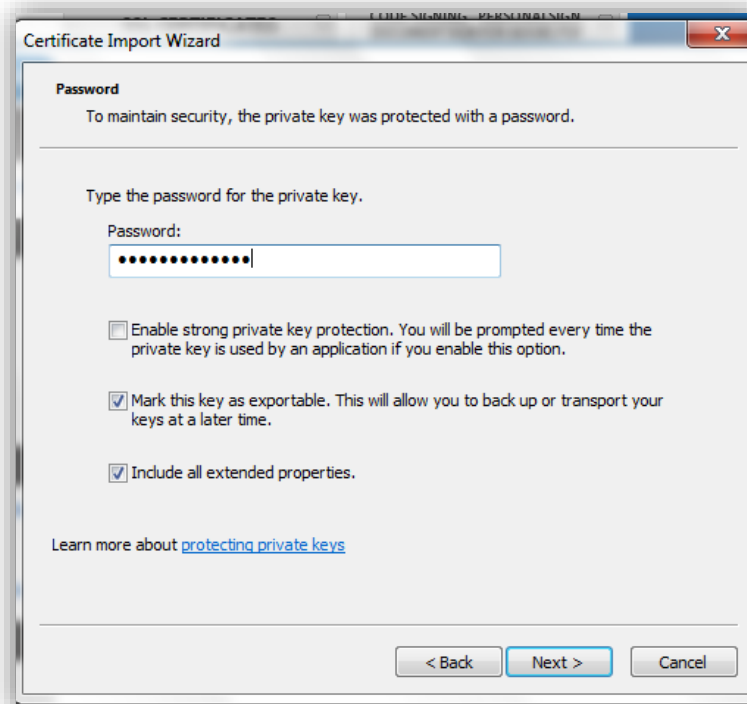
Click the **Download My Certificate** button.

This screenshot shows a web interface for downloading the certificate. At the top, the heading "Install your Digital Certificate and the Intermediate CA Certificates" is displayed. Below this, a message states: "Your Certificate has been generated, click the Download My Certificate button to download the Certificate onto your computer." Below the message, there is a blue "Download My Certificate" button. Below the button, a message states: "We have detected that you are using Internet Explorer. Please click the Download My Certificate button to download your Certificate and all appropriate Intermediate CA Certificates that enable the Certificate to be trusted." Below this, there is a "What to do next." section with the text: "Now you have your Certificate please review the Product Guide support pages for instructions on how to use your Certificate." and a link: "> Go to Product Guide pages".

Select **open** when the **File Download** window appears.



Enter the PKCS12 password (from Step 4) when the **Certificate Import Wizard** window appears.



Note: You can mark the key as exportable if you wish to use the certificate on a different machine and/or browser.

## IV. GETTING HELP

Every GlobalSign EPKI customer has a dedicated Account Manager who is on hand to help with any questions you may have regarding the EPKI portal. GlobalSign urges EPKI Administrators to browse the GlobalSign support pages and user guides for product-specific guidance.

- EPKI support site: <https://www.globalsign.com/support/EnterprisePKI.php>
- EPKI Administrator Guide: <https://www.globalsign.com/support/ordering-guides/globalsign-epki-admin-guide.pdf>

If you can't find the answer to your questions, please open a support ticket <http://www.globalsign.com/help/>.

GlobalSign also provides technical support through our Client Service departments around the world.

<b>GlobalSign Americas</b> Tel: 1-877-775-4562 <a href="http://www.globalsign.com">www.globalsign.com</a> <a href="mailto:sales-us@globalsign.com">sales-us@globalsign.com</a>	<b>GlobalSign EU</b> Tel: +32 16 891900 <a href="http://www.globalsign.eu">www.globalsign.eu</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>	<b>GlobalSign UK</b> Tel: +44 1622 766766 <a href="http://www.globalsign.co.uk">www.globalsign.co.uk</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>
<b>GlobalSign FR</b> Tel: +33 1 82 88 01 24 <a href="http://www.globalsign.fr">www.globalsign.fr</a> <a href="mailto:ventes@globalsign.com">ventes@globalsign.com</a>	<b>GlobalSign DE</b> Tel: +49 30 8878 9310 <a href="http://www.globalsign.de">www.globalsign.de</a> <a href="mailto:verkauf@globalsign.com">verkauf@globalsign.com</a>	<b>GlobalSign NL</b> Tel: +31 20 8908021 <a href="http://www.globalsign.nl">www.globalsign.nl</a> <a href="mailto:verkoop@globalsign.com">verkoop@globalsign.com</a>

