

GlobalSign PDF Signing Certificates Installation Support

Installing GlobalSign for Adobe SHA256 Intermediate Roots



Introduction

In order for your PDF Signing Certificate to function properly, you will need to ensure you have the following Adobe Roots properly installed.

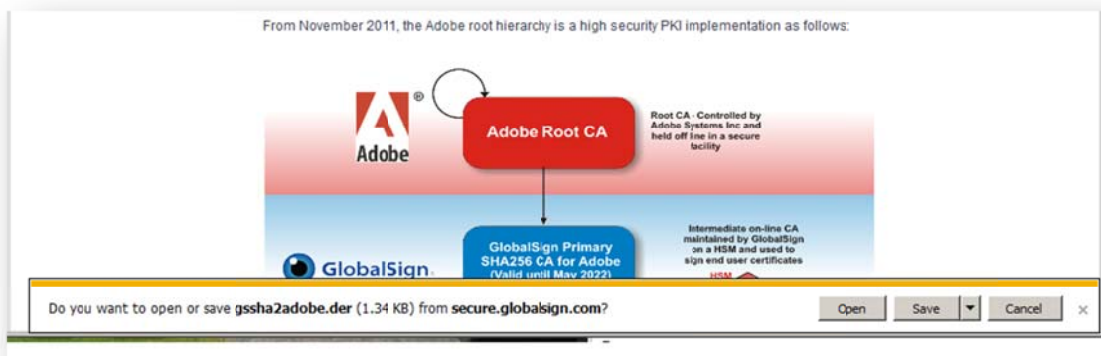
Primary CA for Adobe Root <http://secure.globalsign.com/cacert/gsprmsha2adobe.der>

Adobe Root CA <http://secure.globalsign.com/cacert/gssha2adobe.der>

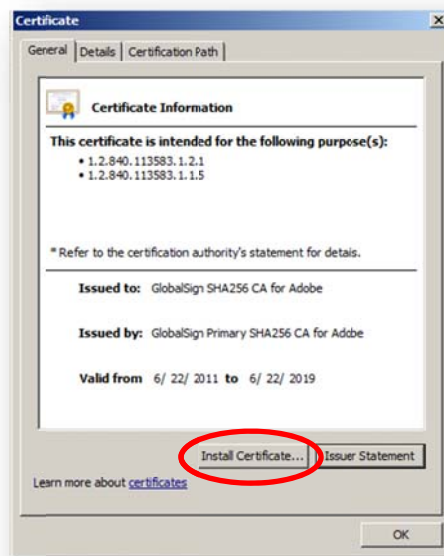
Note: This guide shows you how to install the roots using Internet Explorer, but you can follow the same steps in Chrome. This process will not work in Firefox.

Installing the Primary CA for Adobe Root

Step 1: Click <http://secure.globalsign.com/cacert/gsprmsha2adobe.der> to download the root certificate. When asked to open or save the file, click the “Open” button.



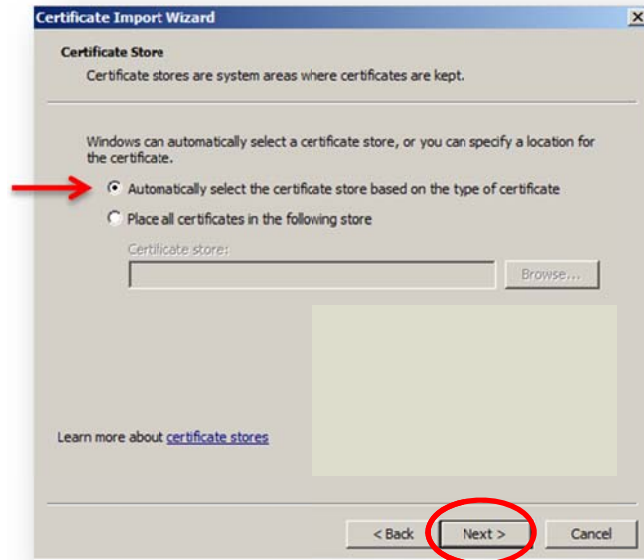
Step 2: Once open, you will see the certificate information. Click the “Install Certificate” button.



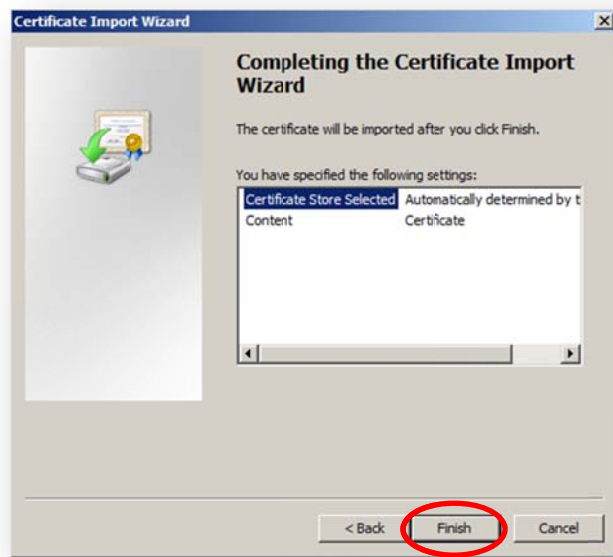
Step 3: This will open the Windows Certificate Import Wizard. Click the “Next” button.



Step 4: Windows will automatically select the correct certificate store, press the “Next” button to continue.



Step 5: Click the “Finish” button to complete the Certificate Import Wizard.



Step 6: The certificate has been imported successfully, click the “OK” button.



Installing the Adobe Root CA9

Click <http://secure.globalsign.com/cacert/gssha2adobe.der> to download the certificate and follow the same steps you used to install the primary CA for Adobe root above. Once both intermediate roots have been installed, you will be able to successfully sign your documents.