

Fixing issues with IdenTrust Root Certificate Expirations

Date: 27-Sept-2011
Version: 1.0

Summary

A root certificate provided by IdenTrust expired on September 14, 2011 (9/14/2011). This caused some users that rely on IdenTrust certificates to authenticate and log on to DTrade or sign DSP forms to have problems.

Symptoms

Beginning on September 14, 2011, some IdenTrust digital certificate holders experienced an inability to:

- Sign their DSP forms; or,
- Log into DTrade

Cause

The cause of this problem has been diagnosed to be the expiration of a root certificate stored in the user's browser (i.e., Internet Explorer).

Diagnostics

This solution is applicable if you have expired root certificates. Please see **Solutions** below for details on how to determine if you have expired certificates and how to remove them.

If you find any expired certificates use Solution A below to remove them and Solution B to reinstall new root certificates as necessary.

Solutions

- A. **If you can log on to DTrade, but cannot digitally sign a DSP form, you will need to remove the old digital certificate in Internet Explorer:**
 1. From the **Tools** menu click **Internet Options**
 2. In the **Internet Options Dialog**,
 - a. Select the **Content** tab
 - b. Click on **Certificates**
 3. In the **Certificates** dialog,
 - i. Find and remove expired Intermediate Certificates
 - a. Select the **Intermediate Certification Authorities** tab
 - b. Click on the **DST** certificate that expired on **9/14/2011**
 - c. Click **Remove**
 - ii. Find and remove expired Personal Certificates

- a. Select the **Personal** tab
- b. Click on the **DST** certificate that expired on **9/14/2011**
- c. Click **Remove**

(This should resolve the issue. If not install the new root using option B, below)

B. If you still cannot log on to DTrade you will need to install a new root certificate.

1. Install IdenTrust Business Representative CA X6 root certificate using the procedure found at http://identrust.com/certificates/aces_rootie5.html

If after following the instructions above you still need technical assistance with your digital certificates call IdenTrust at (888) 339-8904.