Making an on-line request for a certificate:

1. I get an error message that the a "1B6" error has occurred.

This sometimes occurs when using Microsoft Internet Explorer. This error message means that no certificate keys were generated by the Microsoft operating system. This does NOT mean that ORC certificates do not work in Internet Explorer (ORC certificates DO work in Internet Explorer), it means that the Microsoft operating system as configured on your computer will not currently generate keys. Key generation is the first step in the creation of a digital certificate, but certain configurations (security protocols, etc.) can 'disable' certificate functions in windows.

We recommend that you download and install Mozilla Firefox (available at: http://www.mozilla.org/). Mozilla based web browsers have the capability of generating keys on their own; they do not rely on the computer's operation system for this. (FYI – this is why Firefox can generate keys on an Apple Macintosh computer.)   You can make your requests and then import the issued certificates via Mozilla Firefox. You then make back-up files of the certificates (something you want to do regardless of what browser you use) and import the certificates into Internet Explorer.

2. Why am I getting a Security Alert message that there is a problem with the ORC site's certificate?

You have not properly trusted the ORC ACES Certificate Authority.
Go to the ORC ACES Instructions page and find the instructions for your browser to Trust the ORC ACES Certificate Authority

3. I am being asked for a password but haven't created one yet.

This cannot be true. If you are being asked for a password that is protecting a certificate private key, then it had to be set by you. This might appear to occur if you are using Firefox. Firefox uses something called a "Master Password" to protect the certificate store (also called the software security device and the internal cryptographic device). This Master Password also protects the "Password Manager" function in Firefox. So, if you are using the Password Manager feature, you must have set the Master Password at some previous time. If you cannot recall (or cannot discover) the correct Master Password, then you should „reset‟ the Master Password BEFORE you make and submit certificate requests.

WARNING: If you reset the Master Password, all information protected by that Master Password (the Password Manager and the certificate store) will be deleted. So this will destroy any certificates currently protected by the Master Password that you are resetting.

4. Can I get certificates on my Apple Macintosh computer?

Yes, but not we do not recommend that you use Safari; you should download and install Mozilla Firefox (available at: http://www.mozilla.org/). Mozilla based web browsers have the capability of generating keys on their own; they do not rely on the computer's operation system for this. You might want to consider downloading/installing Thunderbird (the email client companion to Firefox) if you need to use digitally signed/encrypted email.

5. I get an error message that the CA cannot process my request.

The Certificate Authority (CA) server requires specific syntax for certificate requests. Most of this syntax is generated or checked by the form. However, in some cases, the input form allows incorrect syntax. Request the certificate again and make sure that all fields are filled in, and that there are no commas in the entries. It is better to start from http://aces.orc.com and click the request a certificate instead of using the back button because sometimes the browser does not correctly resubmit data from the form.

Accepting a Certificate:

1. I am copying the URL from the email message, but I keep getting an error message.

The URL should look like:

https://aces-ca.orc.com/displayBySerial?serialNumber=xx
or
https://aces-ca.orc.com/displayBySerial?serialNumber=xx:xx

where *server* is the name of the CA that the certificate was requested from, and the xx are hexadecimal numbers. Generally, the problem is that the end of this URL is chopped off. Have the subscriber key the end of the URL into their browser.

2. When I try to download my issued certificate, I get an "Accept in PKCS7" error message.

If you are still getting the "Error in accept PKCS7" message that means that the Microsoft OS/Internet Explorer cannot find the private key(s) for those certificates. *(Please note that this does not necessarily mean that the private key(s) are not there, just that Windows cannot find them.)*

This happens because:

- ☐ the request was done under a different log-in profile (you are logged on under a different username/password) than when the request was made
- ☐ or the request was made with a different browser (for example, Firefox)
- ☐ or the request was made on a different computer than the one you are trying to import it on
- ☐ or something was done to the machine (like an update to the operating system - a Windows update, profile change, computer re-imaged, etc.)

You will only be able to import the issued certificate onto the same computer, same log-in profile, and using the same web browser as when you made the on-line request. (i.e. as when you got the "Print this form" web page).

3. I get the error message that there is no matching private key.

This is the Mozilla Firefox equivalent to the Microsoft "Accept in PKCS7" error message discussed above.

This happens because:

- ☐ the request was done under a different log-in profile (you are logged on under a different username/password) than when the request was made
- ☐ or the request was made with a different browser (for example, Internet Explorer)
- ☐ or the request was made on a different computer than the one you are trying to import it on
- ☐ or something was done to the machine (like an update to the operating system - a Windows update, profile change, computer re-imaged, etc.)

You will only be able to import the issued certificate onto the same computer, same log-in profile, and using the same web browser as when you made the on-line request. (i.e. as when you got the "Print this form" web page).

4. I am using a different workstation.

If you have switched workstations, or are trying to accept the certificate from home, you will be unable to retrieve the certificate. Go back to the original workstation that was used to request the certificate. Once the certificate has been accepted, it can be exported and imported into other workstations.

5. My workstation has been upgraded since the request was made.

If your workstation has been upgraded (i.e. new operating system or new version of Firefox), the private key that goes with the certificate may have been inadvertently deleted. If so, it cannot be recovered. You will have to delete the certificate database file, request a new certificate, and request that the current certificate be revoked.

6. My password is not working.

Passwords are case sensitive.

If the subscriber cannot remember his or her password, it cannot be recovered. He or she will have to request a new certificate, and request that the current certificate be revoked. (See "Password issues and Tips in the [instructions](#) page.)

Using a Certificate:

1. **My password is not working.**

Passwords are case sensitive.

If you have forgotten your password or the password you have is not allowing you to access your certificates you will need to contact the ORC ACES Help Desk. If the password is for a Digital Identity Certificate you will need to re-set your certificate database and re-apply for a new certificate. If the password is for an Encryption Certificate and you chose to enroll it in ORC's Key Escrow service the ORC ACES Help Desk can assist you in re-setting your password. If you did not enroll in the Key Escrow service you will need to re-apply and all data encrypted with that certificate will be lost.   The ORC ACES Help Desk can be contacted at 1-888-816-5503, from 7:30 AM to 7:30 PM Eastern Standard Time or via e-mail at aceshelp@orc.com.

2. **How do I take my certificate to a new work station?**

You can export your certificate to an external drive and import it on another workstation. See the subscriber instructions for your browser type at *http://aces.orc.com/instructions.html*.

3. **I have a certificate, but I cannot access the application.**

If a certificate is rejected from the application, either the application requires additional access approval beyond holding an ACES PKI certificate, or the certificate is not properly loaded into the directory that the application is using. Check the directory listing directly. If the certificate is not there, contact ORC for assistance. If the certificate is there, contact the application technical support for assistance.