**Testing Your Identity Certificate**

If you think that your Identity Certificate is not functioning properly, you may follow this procedure to see if your Identity Certificate and the associated "Trust Chain" certificates are installed properly.

If this procedure results in a positive result (a web page that reads "You possess a valid certificate"), then your certificate and the necessary "Trust Chain" certificates are installed properly. This procedure will not help determine if your Encryption Certificate is installed properly; the only way to do that is to try to send and receive Encrypted email.

The Certificate "Trust Chain" consists of all the Certificate Server Certificates that are involved in the authority under which your certificate was issued. Your certificate request was digitally signed by an Intermediate Certificate Authority Certificate Server. The ORC ACES Certificate Server digitally signed your certificate with its Certificate Authority Certificate. That Certificate was itself signed by the Root Authority Certificate. So the "Trust Chain" is a hierarchy of certificates: ACES Root CA then to ORC ACES CA then to your ACES certificate.

Please be aware that your certificate (like all certificates) is NOT an executable file. This means that your certificate does not perform any actions itself, but is acted upon by other applications and programs. Like a 'program' your certificate (and the supporting "Trust Chain" certificates) can be properly or improperly installed. But unlike a 'program' the certificate does not perform any functions. Your certificate does not authenticate you to a web site; your web browser (Internet Explorer) authenticates you to a web site by using your certificate. Your Certificate does not sign an email; your mail client (Outlook) signs the email with your certificate.

1. Go to http://aces.orc.com
2. From the menu on the right hand side of the web page, select **Certificate Test**.
3. Click the link at the bottom of the page to begin the test.
4. The "Select a Certificate" dialogue box appears. Highlight your name and click the **OK** button.
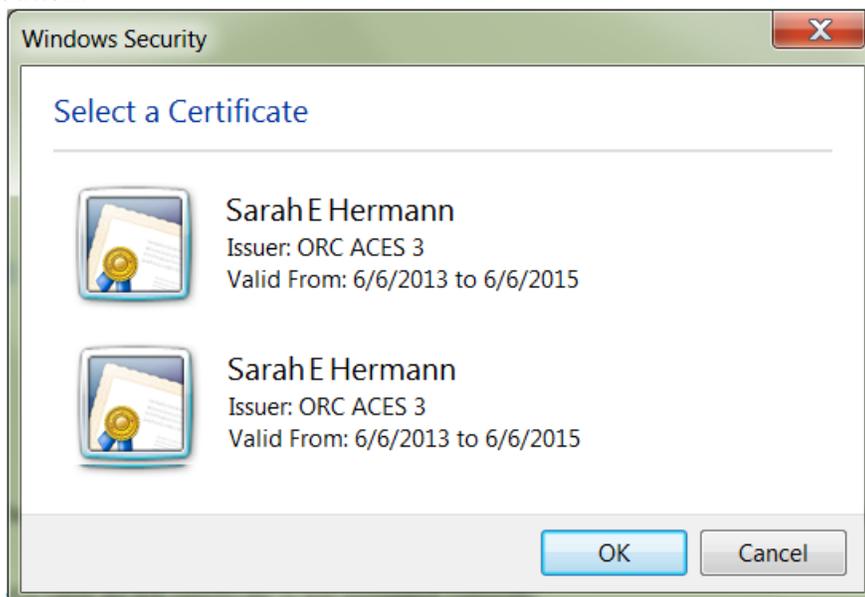
5. The "Request For Permission to Use a Key" dialogue box appears. Click the "Grant permission" radio button, enter the password assigned to the certificate Private Key and click the **OK** button.
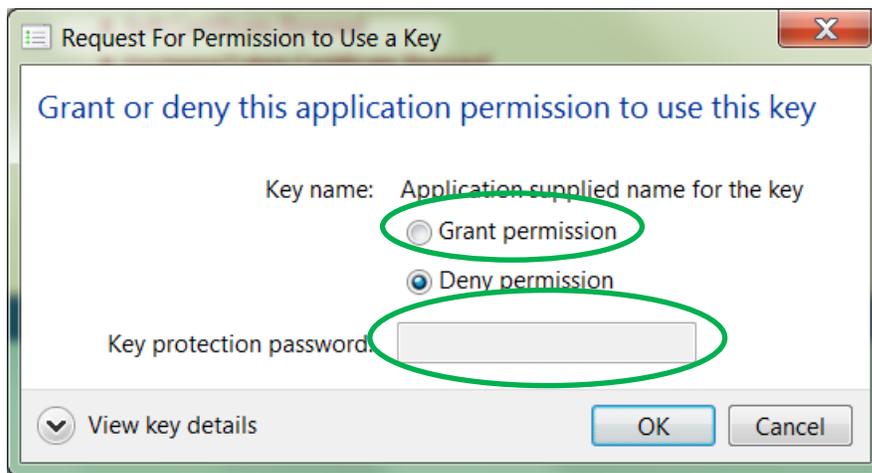


6. If you receive a web page that reads "You possess a valid Certificate" then your Identity Certificate is installed properly. If you get some other result or if any step in this process did not occur as shown, then see below.

## POSSIBLE PROBLEMS

**The "Select a Certificate" dialogue box is empty.**

This means that you do not have an ACES Identity Certificate installed. If you have received your Certificate Issuance Notification email, go read it and follow the directions. If you have a backup copy of an ACES Identity Certificate and are trying to install it on a new computer, read the instructions on importing your certificate from a backup file. If that does not solve the problem, contact the ACES Help Desk.

**There are multiple certificates listed in the "Select a Certificate" dialogue box**.

If you see more than one certificate under your name listed in the "Select a Certificate" dialogue box above, this means that you have two (or more) ACES Identity Certificate installed. You can only have one valid ACES Identity Certificate at a time. More than likely, one (or more) of the other certificates is expired (or perhaps revoked). Go to the instructions for importing your certificate from a backup file. In those instructions, after **Step 2,** stop and look at your certificates.
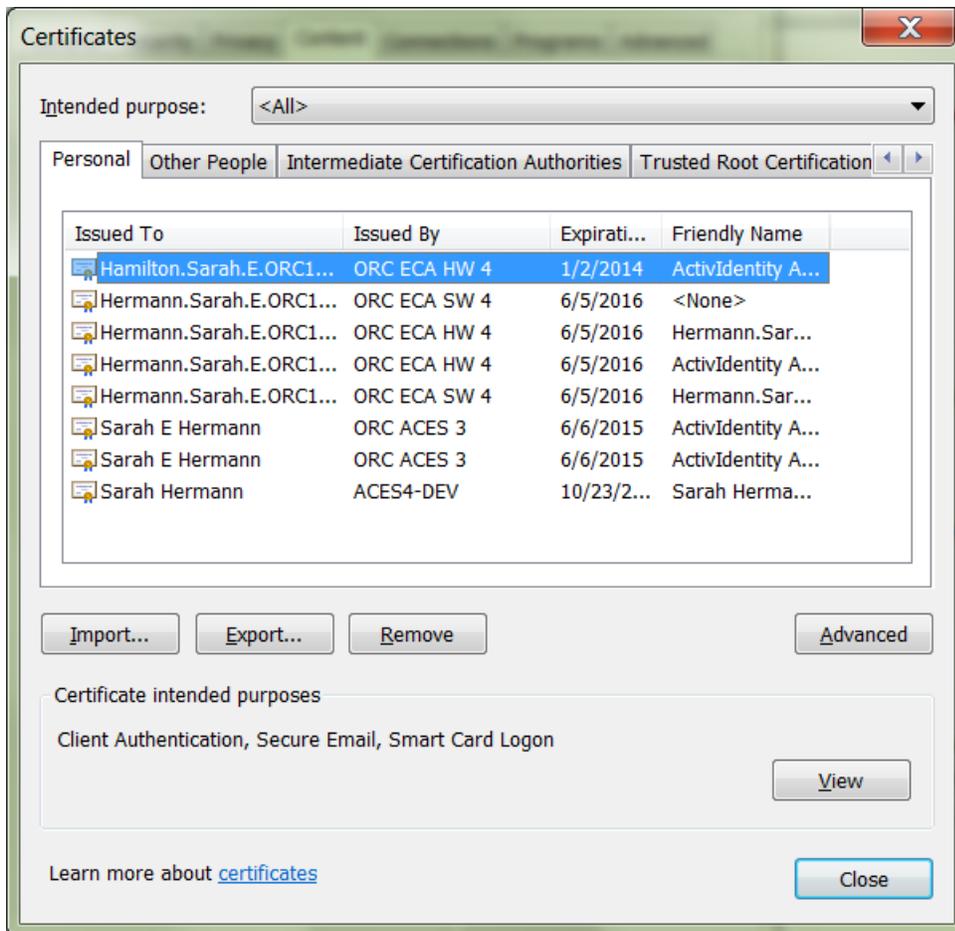
One by one, select and then **Remove** Identity Certificates that have passed their expiration date. (**WARNING:** Do NOT remove an expired Encryption Certificate until you are SURE that you have made a successful backup copy of the certificate.) If that does not solve the problem, contact the ACES Help Desk.

**You receive a "The page cannot be displayed" result.**

This is a certificate test failure. There are several things that can cause a failure result. Some of them are easily correctable.

- Has your certificate expired? In the "Select a Certificate" dialogue box, look at the Valid From: and to: dates.
- Check your computer's system clock. Make sure that it is set to the correct date and time. If your computer's clock is wrong, it might think that a valid certificate has expired.
- Are you sure you are typing in the correct password?
- You may have a "trust" issue. Follow the instructions for trusting your certificate.

If none of the above solves the problem, contact the ACES Help Desk.