



DocumentSign Digital IDs for Adobe GCC Certificate Installation Guide Rev.1.1

BEFORE YOU BEGIN:

1. Review System Requirements found at <http://www.globalsign.com/document-security/adobe-cds/faq.htm#16>
2. Review Quick Start Guide found at <http://www.globalsign.com/support/adobe/QuickStartGuide.pdf>
3. USB Token Subscribers must have the GlobalSign furnished SafeNet USB iKey token
4. USB Token Subscribers must install the SafeNet iKey Token Drivers found <http://www.globalsign.com/document-security/adobe-cds/faq.htm#18>
5. USB Token Subscribers must install the SafeNet iKey Token Utilities found: <http://www.globalsign.com/document-security/adobe-cds/faq.htm#19>
6. Vista and Internet Explorer 7 Users

Due to the added security Microsoft has introduced to Vista you need to make sure all these steps are complete before applying for your DocumentSign certificate. Missing even one step can cause an error at the final stage of installing the certificate, which will result in the entire process needing to be restarted.

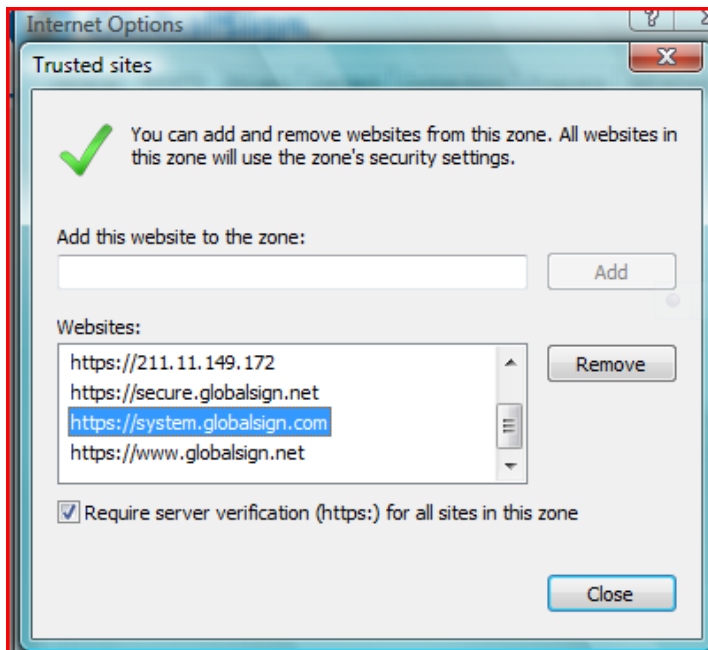
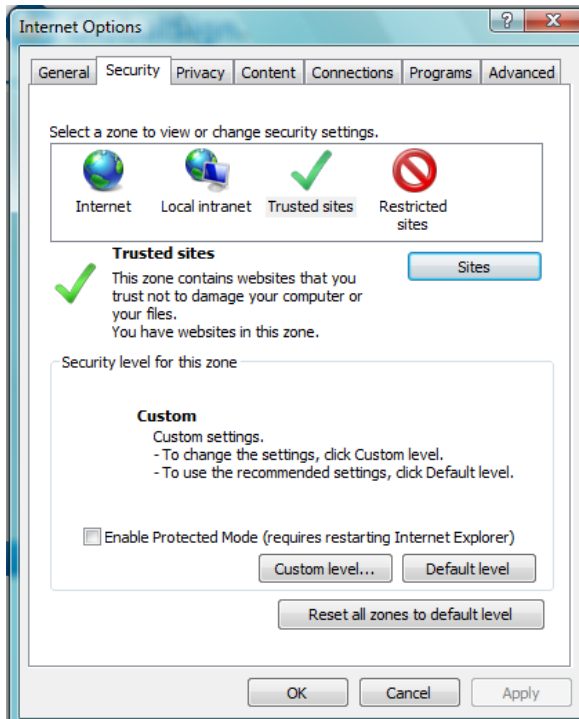
Before you start please make the following changes, as described below:

- Open Internet Explorer
- Go to 'Tools'
- select 'Internet Options'
- select the 'Security' tab
- highlight 'Trusted sites' and select 'Sites'

...and add the following website names in 'Trusted sites';

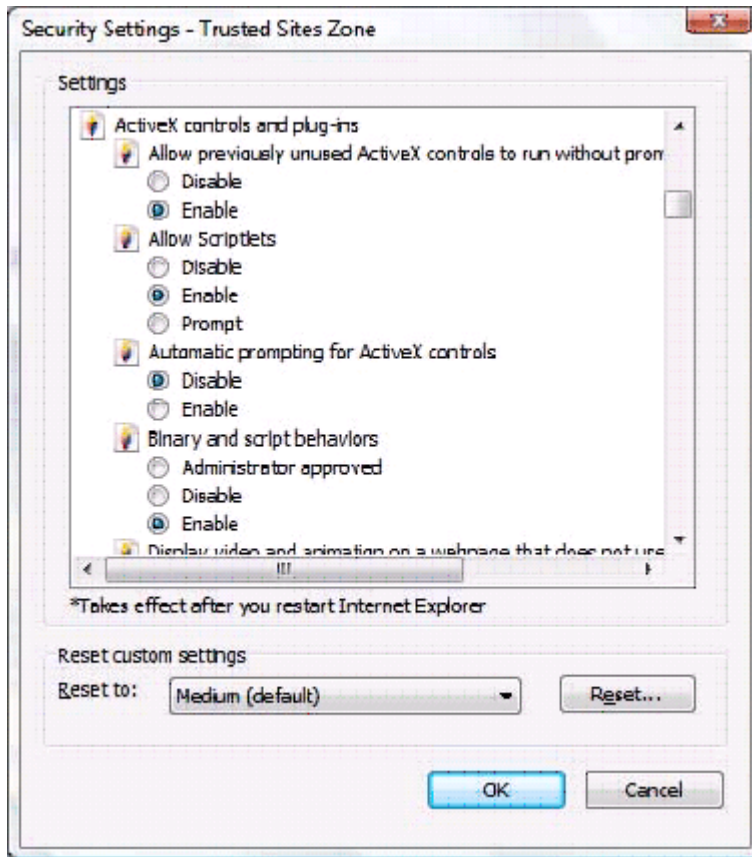
- <https://system.globalsign.com>
- <https://systemeu.globalsign.com>

Please install the GlobalSign Adobe CA <http://secure.globalsign.net/cacert/GlobalSignCDS.crt> into the Trusted Intermediate Certificate Authorities folder in your IE browser before beginning the order process.



Once you have restarted Internet Explorer 7 you need to reopen Internet Options, click on the security tab then click "Custom Level".

This will then open a box called "Security Settings - trusted Sites Zone".



You need to scroll down to "Active X controls and plug-ins" and change the following default settings.

- Allow previously unused ActiveX controls to run without prompt: set to **Enable**
 - Allow Scriptlets: set to **Enable**
 - Automatic prompting for ActiveX controls: set to **Disable**
 - Binary and Script behaviours: set to **Enable**
 - Display video and animation on a webpage that does not use external media player: set to **Disable**
 - Download Signed ActiveX controls: set to **Prompt**
 - Download unsigned ActiveX controls: set to **Prompt**
 - Initialize and script ActiveX controls not marked as safe for scripting: **Prompt**
 - Run ActiveX controls and plugins set to **Enable**
 - Script ActiveX controls marked safe for scripting: set to **Enable**
1. Click Ok
 2. Click Apply
 3. Close and re-open IE7

Once you have received the certificate and it is installed within Internet Explorer you can default your security settings for Internet Explorer within the Internet Options by clicking on the "Default level". This can only be done AFTER you have installed your certificate.

You can now begin the ordering process

Step 1: Log into GCC

Go to the "CodeSigning PersonalSign DOCUMENTSIGN FOR ADOBE PDF" tab and select the DocumentSign Certificate type you wish to order (This procedure will use the DocumentSign for Adobe Department>USB> Medium Volume)

CDS(Document Sign)	
<input type="radio"/>	DocumentSign for Adobe PDF Department>USB>Low Volume
<input checked="" type="radio"/>	DocumentSign for Adobe PDF Department>USB>Medium Volume
<input type="radio"/>	DocumentSign for Adobe PDF Department>HSM>Low Volume
<input type="radio"/>	DocumentSign for Adobe PDF Department>HSM>Medium Volume
<input type="radio"/>	DocumentSign for Adobe PDF Department>HSM>High Volume
<input type="radio"/>	DocumentSign for Adobe PDF Personal Pro >USB >Low
<input type="radio"/>	DocumentSign for Adobe PDF Personal Pro >USB >Medium
<input type="radio"/>	DocumentSign for Adobe PDF 90 Day Trial

Step 2:

Select, Yes, I have an externally generated CSR if you are planning a Hardware Security Module (HSM) based implementation typically used with server-based signings. Otherwise, click Next for enroll for a certificate that will be stored on a USB token (required for non trial certificates) or Software certificate (approved only for trial certificates).

This procedure will follow the USB token method, therefore simply click Next.

GlobalSign Certificate Center. - Internet Explorer provided by Dell
https://system.globalsign.com/pc/certificate/order.do

GlobalSign Certificate Center.

GlobalSign. Logout Technical Support Center GlobalSign Home
TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766

SSL CERTIFICATES CODE SIGNING PERSONALSIGN DOCUMENTSIGN FOR ADOBE PDF

GCC HOMEPAGE

Other Digital Certificates for Retail

- New/Renew Code Signing, PersonalSign, DocumentSign
- Pending Certificate Approvals

Reporting

- Order History
- Customize Order History Report

Account Management

- Amend Company Details
- Manage Users
- Change Administrator
- Change Billing Manager

Financial Management

- View/Request Invoices
- View Statements

Certificate Application

1. Product Details 2. Completed

Product Details >> Certificate Identity Details >> Confirm Details

Product Details - PersonalSign 30 Day Demo

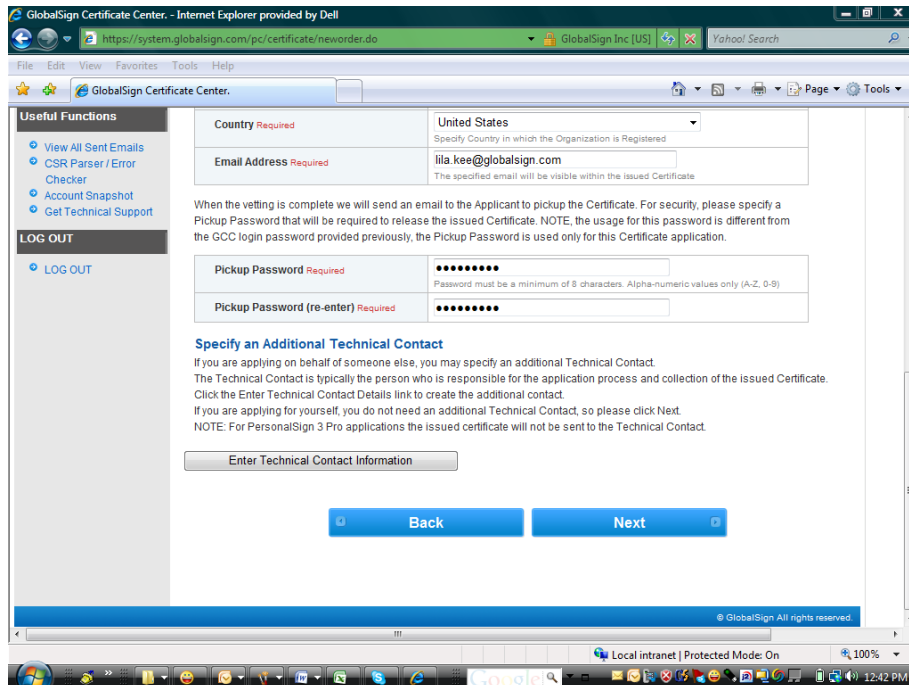
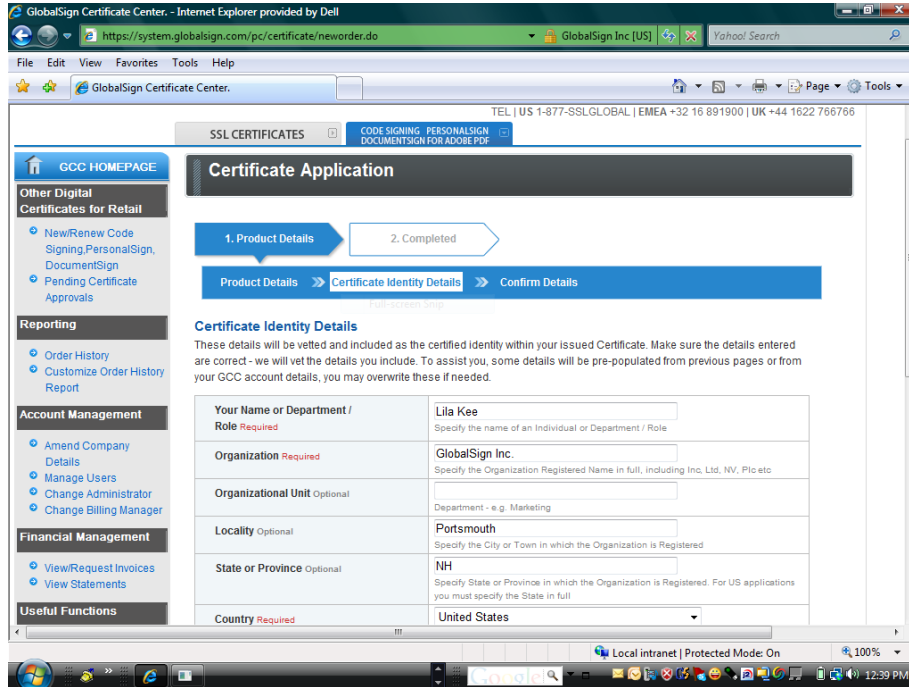
I have an externally generated CSR Check only if you are an Advanced User and have an externally generated Certificate Signing Request (CSR)	<input type="checkbox"/> Yes, I have an externally generated CSR (advanced users only)
Otherwise click Next...	
TOTAL COST (inc. Tax)	£ 0

Back Next

Local intranet | Protected Mode: On 100% 12:18 PM

Step 3: Complete the Certificate Identity details.

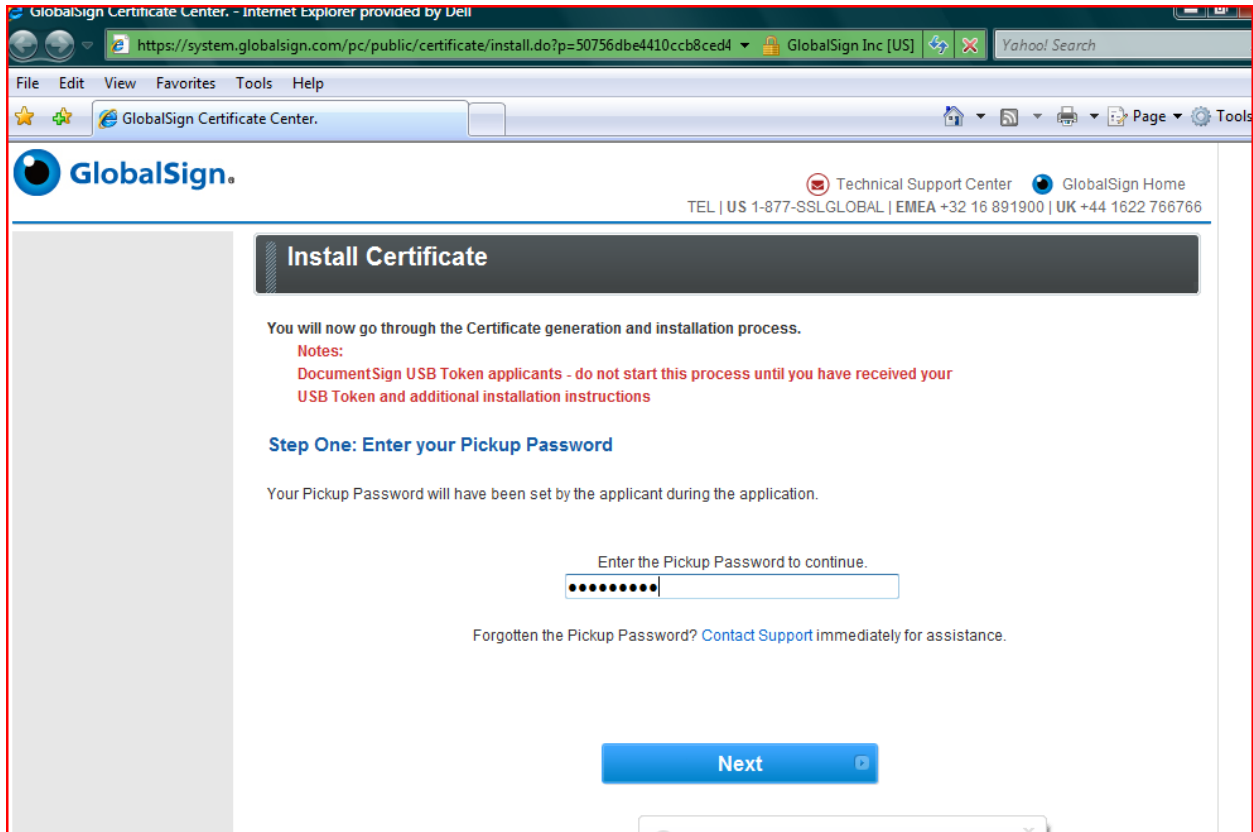
Note pre-populated values carried from the initial Applicant account details can be modified. Then establish a Password that will be required to install the certificate post review and approval by GlobalSign. Also, please note an Approval email will be delivered to the email address specified in the Certificate identity details except for DepartmentSign Digital ID requests that may include a generic email address e.g. support@abc.com. It is also important to note, subsequent to approval by the GlobalSign Vetting team, the certificate pick-up email will be delivered to the email specified in the Certificate Identity details.



Step 4:

Complete remaining steps and look out for the Approval Email, if applicable. Once Approved, GlobalSign's Vetting team will review the order. If the information supplied during enrollment can be verified according to GlobalSign security policies governed by the GlobalSign Adobe CPS, a "Pick up" email will be delivered.

Clicking on the URL provided in the Email will direct you to the following webpage which will prompt you for the Certificate Pick up Password that was established at registration:



The screenshot shows a web browser window titled "GlobalSign Certificate Center. - Internet Explorer provided by Dell". The address bar contains the URL: <https://system.globalsign.com/pc/public/certificate/install.do?p=50756dbe4410ccb8ced4>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features the GlobalSign logo on the left and contact information on the right: "Technical Support Center" and "GlobalSign Home" with phone numbers for US, EMEA, and UK. The main heading is "Install Certificate". Below this, a message states: "You will now go through the Certificate generation and installation process." A red "Notes" section follows: "DocumentSign USB Token applicants - do not start this process until you have received your USB Token and additional installation instructions". The primary instruction is "Step One: Enter your Pickup Password". A sub-message reads: "Your Pickup Password will have been set by the applicant during the application." Below this is a text input field with the placeholder "Enter the Pickup Password to continue." and a masked password "●●●●●●". A link for "Forgotten the Pickup Password? Contact Support immediately for assistance." is provided. At the bottom, there is a blue "Next" button.

Step 5:

Note, the CSP will be restricted to SafeNet RSA for non-trial USB token-based enrollments. However, for Trial Certificates, you may enroll with an alternative selection. Additionally, if prompted, click "Yes" at the IE Active X prompt then Click Next.

The screenshot shows a web browser window with the URL <https://system.globalsign.com/pc/public/certificate/install.do>. The page is titled "Install Certificate" and is part of a "Step Two: Select the Cryptographic Service Provider (CSP)" process. The page content includes instructions about CSP selection and a "Next" button. An Internet Explorer security warning dialog box is overlaid on the page, asking "An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?" with "Yes" and "No" buttons.

Step 6:

Click "Yes" at the Web Access Confirmation Prompt, and then Click NEXT.

The screenshot shows a web browser window with the URL <https://system.globalsign.com/pc/public/certificate/install.do>. The page is titled "Install Certificate" and is part of "Step Two: Select the Cryptographic Service Provider (CSP)". A "Web Access Confirmation" dialog box is displayed, asking "Do you want to request a certificate now?" with "Yes" and "No" buttons. Below the dialog, the "Cryptographic Service Provider" dropdown menu is set to "SafeNet RSA CSP". A "Next" button is visible at the bottom of the page.

Step 7:

Log into the USB Token using the Passphrase previously established (refer to DocumentSign End User guide)

GlobalSign Certificate Center. - Internet Explorer provided by Dell

https://system.globalsign.com/pc/public/certificate/install.do

GlobalSign Inc [US] Yahoo! Search

File Edit View Favorites Tools Help

GlobalSign Certificate Cen... GlobalSign Certificate ...

GlobalSign. Technical Support Center GlobalSign Home
TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766

Install Certificate

Step Two: Select the Cryptographic Service Provider (CSP)

The CSP is used to generate the cryptographic keys within your Certificate.
We have listed the CSPs and which may be appropriate if you are installing your Certificate. Please refer to the CSP Support Guide.

Please note! Depending on your browser, you may see an information bar or Pop Up. If you see an information bar or Pop Up, you must click on the information bar or Pop Up and follow the instructions. If so, you MUST allow this to run. It is a safe program that your browser uses to install your certificate. To run it, click on the information bar or Pop Up and follow the instructions.

Token Login

Enter Passphrase

OK Cancel

Cryptographic Service Provider SafeNet RSA CSP

Please click Next and wait. Do not click Next again and do not close the browser, the process may take a few seconds.

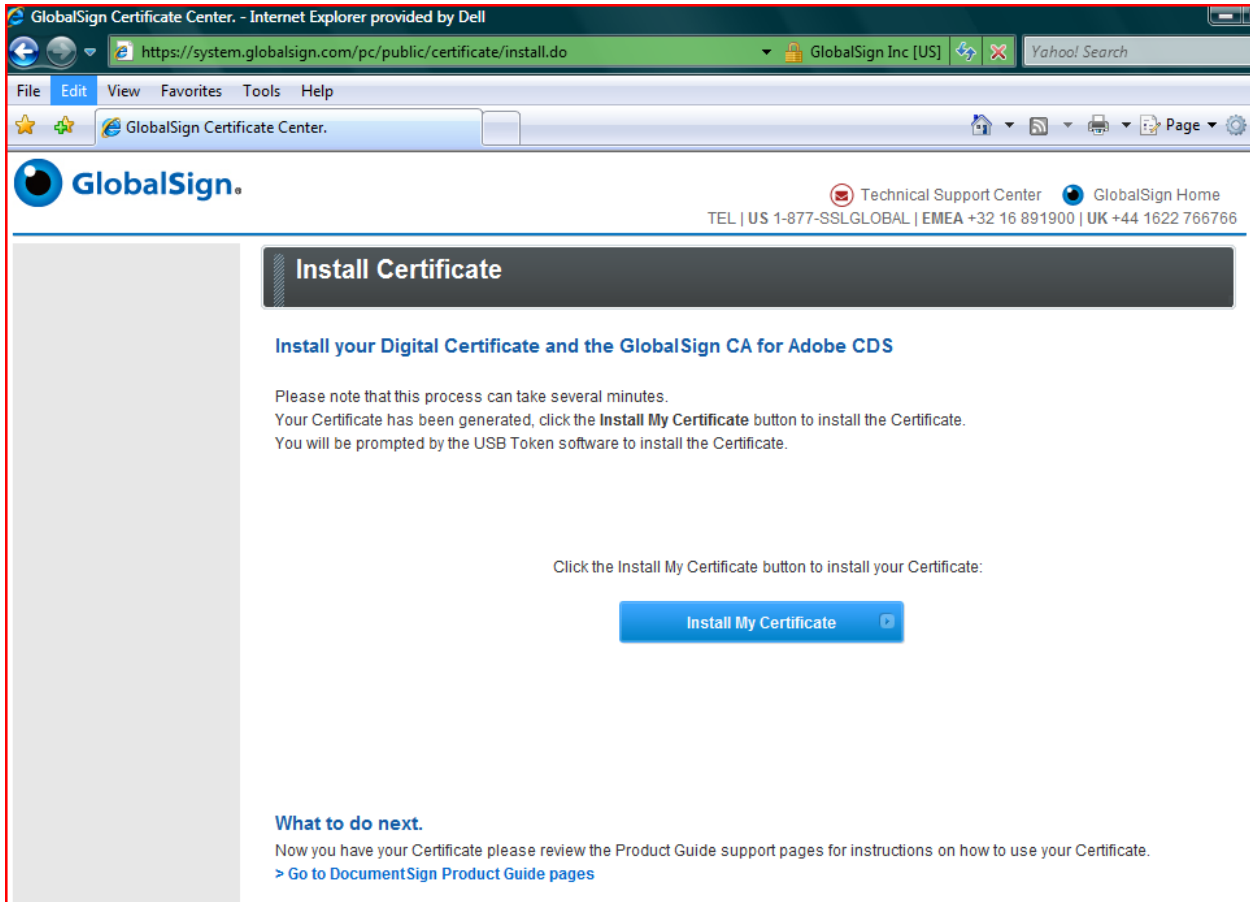
Next

Step 8:

Click Yes, to install the entire certificate chain.

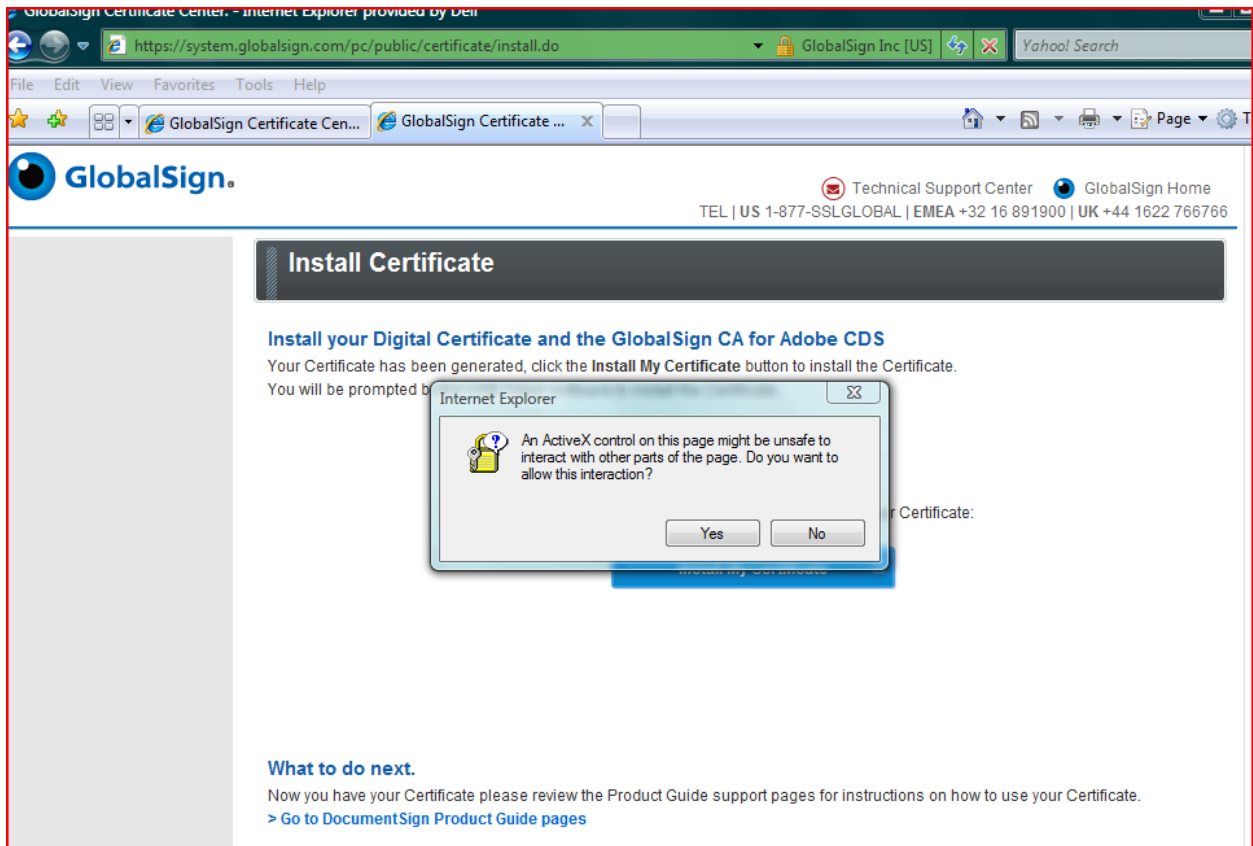


And then click "Install My Certificate"



Step 9:

Allow the Active X interaction by clicking "Yes".



The screenshot shows an Internet Explorer browser window with the address bar displaying <https://system.globalsign.com/pc/public/certificate/install.do>. The page title is "GlobalSign Certificate Center. - internet explorer provided by Dell". The browser's address bar shows "GlobalSign Inc [US]" and a "Yahoo! Search" box. The page content includes the GlobalSign logo, a "Technical Support Center" link, and contact information: "TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766".

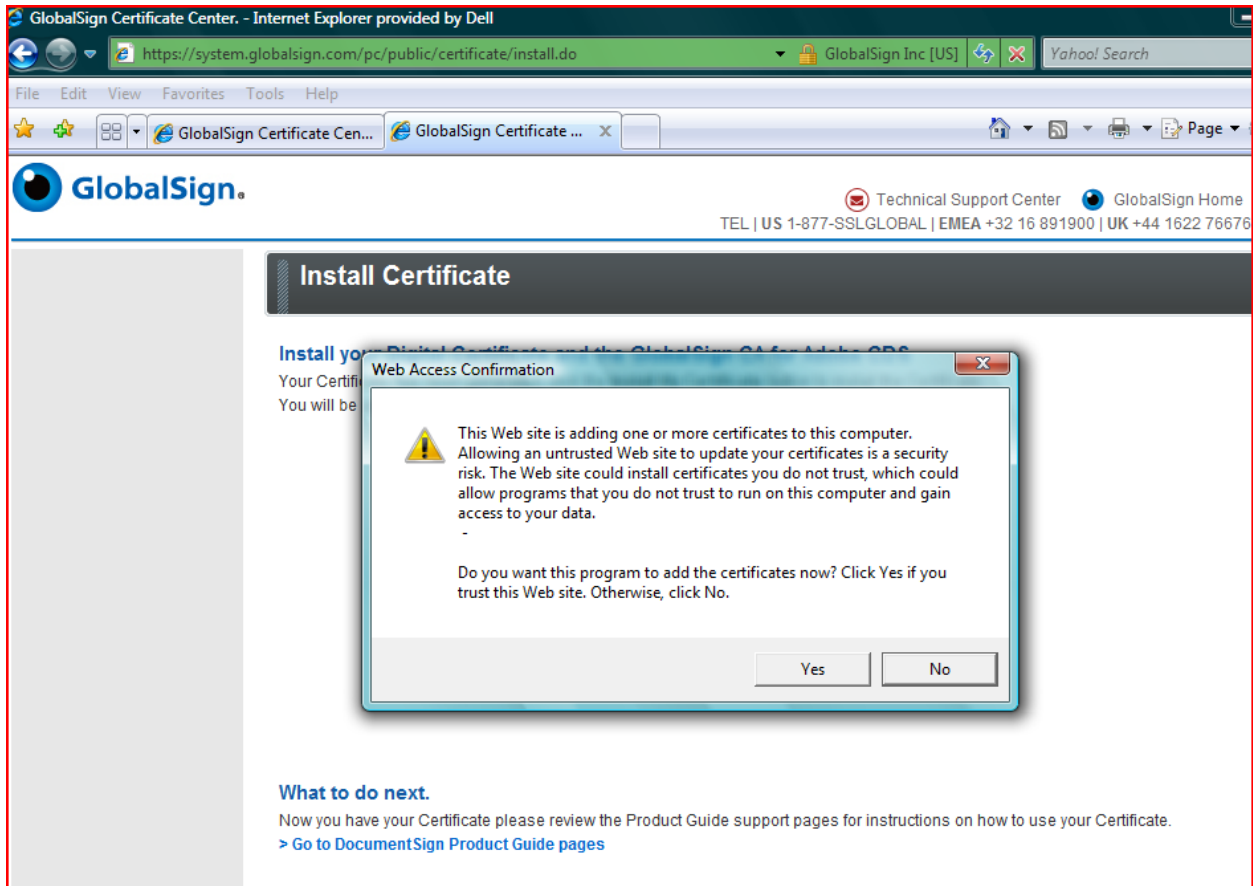
The main heading is "Install Certificate". Below it, the text reads: "Install your Digital Certificate and the GlobalSign CA for Adobe CDS". A sub-heading states: "Your Certificate has been generated, click the **Install My Certificate** button to install the Certificate. You will be prompted by Internet Explorer to allow the installation of the Certificate:". A blue button labeled "Install My Certificate" is visible.

An "Internet Explorer" dialog box is overlaid on the page, containing the following text: "An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?". The dialog box has "Yes" and "No" buttons.

Below the dialog box, the text "What to do next." is followed by: "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 DocumentSign Product Guide pages".

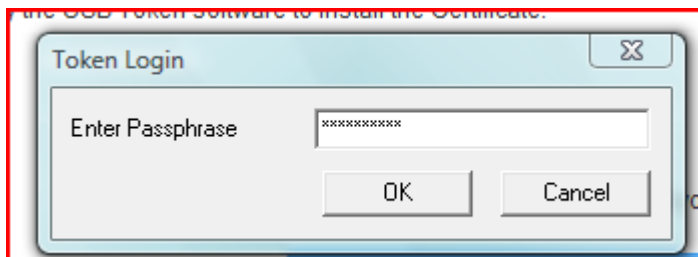
Step 10:

Click "Yes" at the Web Access Confirmation Prompt.



Step 11:

Log into the Token using the Passphrase previously established (see DocumentSign End User guide for details).



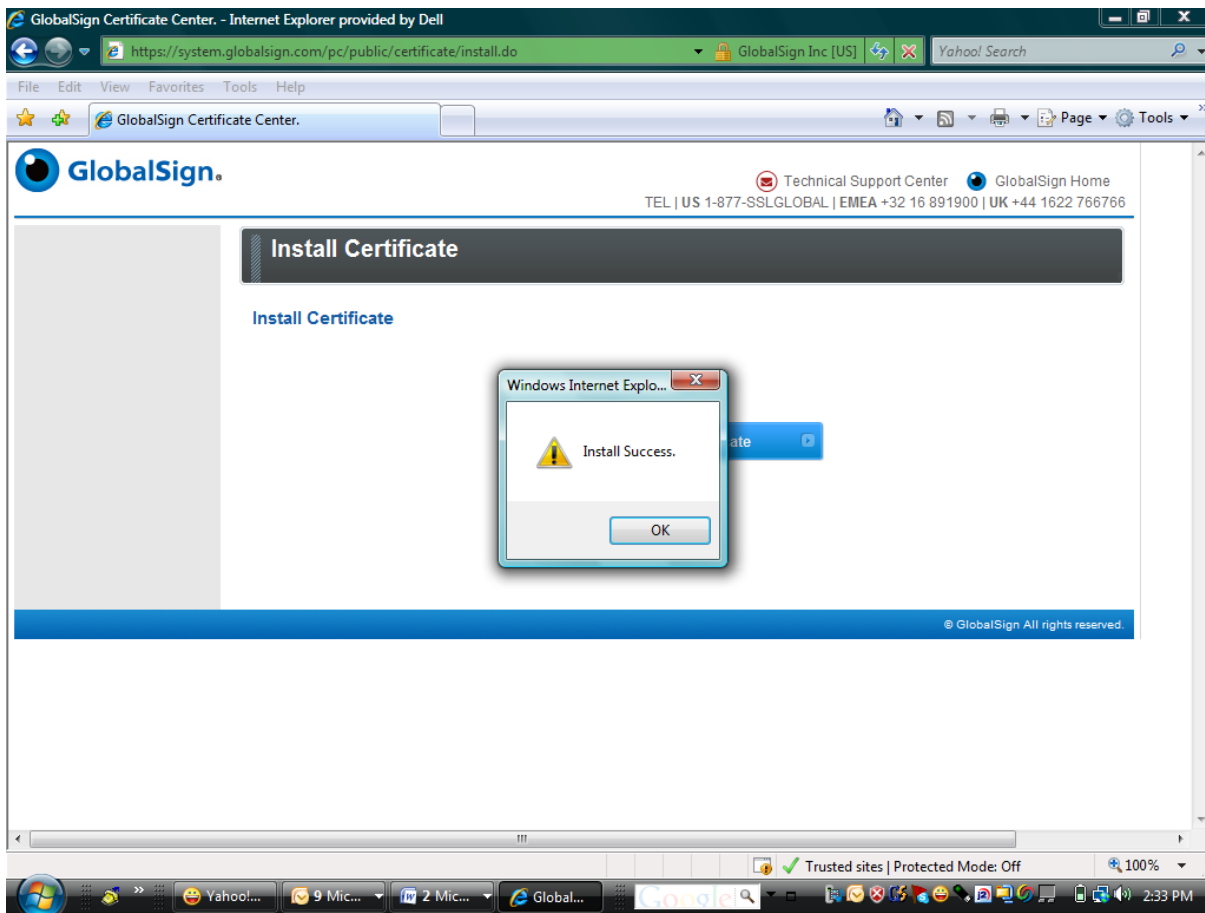
And then click "Yes" to the Certificate Chain Prompt.



Note this process may take several minutes; do not press the back button or attempt to restart the installation.

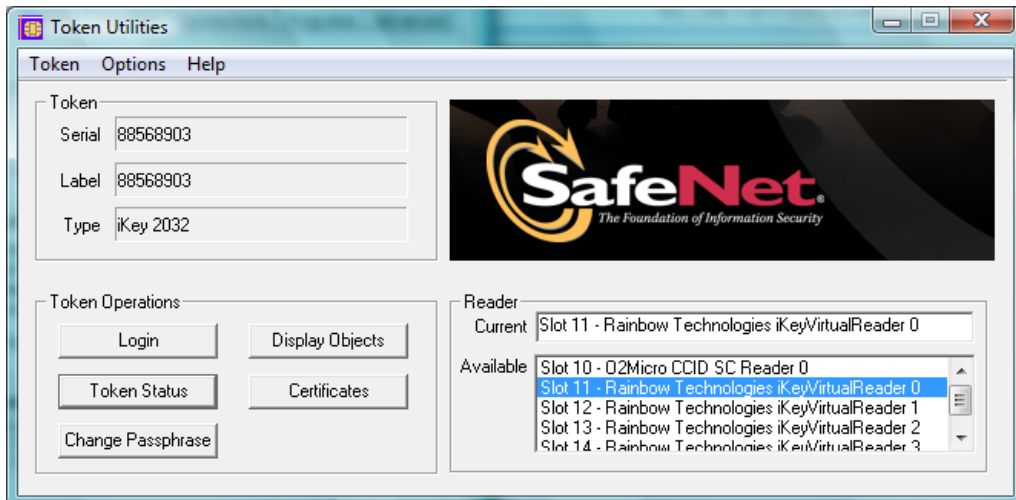
Step 12

Click "OK" at Install Success prompt



Step 13:

Verify certificate has properly installed onto USB Token by logging into the SafeNet Token Utilities found in your Program files.



DocumentSign End user guide

For a complete guide on how to manage your USB Token (if applicable) and use your DocumentSign Digital ID with Adobe Acrobat, click here

<http://www.globalsign.com/support/adobe/UserGuide.pdf>

Additional FAQs can be found here:

<http://www.globalsign.com/document-security/adobe-cds/faq.htm>

Hardware Security Module (HSM) Enrollments

Before you begin:

- Hardware Security Module (HSM) subscribers, please consult your HSM provider for guidance on CSR generation and certificate installation.

Step 1: Tick off box marked “Yes, I have an externally generated CSR (advanced users only)”

SSL CERTIFICATES ▾ CODE SIGNING PERSONALSIGN DOCUMENTSIGN FOR ADOBE PDF ▾

Certificate Application

1. Product Details ➤ 2. Completed ➤

Product Details ➤ Certificate Identity Details ➤ Confirm Details

Product Details - DocumentSign for Adobe PDF 90 Day Trial

I have an externally generated CSR Check only if you are an Advanced User and have an externally generated Certificate Signing Request (CSR)	<input checked="" type="checkbox"/> Yes, I have an externally generated CSR (advanced users only)
Capable of generating a 2048 key Otherwise click Next...	
TOTAL COST (inc. Tax)	£ 0

⏪ **Back** ⏩ **Next** ⏪

Step 2: Enter Certificate Identity details and establish certificate "Pick-up" Password.

Please note, if there is a discrepancy in the information provided in the enrollment form versus the identity information provided in the HSM generated Certificate Signing Request (CSR), the information provided in the enrollment form will be utilized to create the digital certificate.

Certificate Identity Details

These details will be vetted and included as the certified identity within your issued Certificate. Make sure the details entered are correct - we will vet the details you include. To assist you, some details will be pre-populated from previous pages or from your GCC account details, you may overwrite these if needed.

Your Name or Department / Role <small>Required</small>	Marketing Department <small>Specify the name of an Individual or Department / Role</small>
Organization <small>Required</small>	GlobalSign Inc. <small>Specify the Organization Registered Name in full, including Inc, Ltd, NV, Plc etc</small>
Organizational Unit <small>Optional</small>	 <small>Department - e.g. Marketing</small>
Locality <small>Optional</small>	Portsmouth <small>Specify the City or Town in which the Organization is Registered</small>
State or Province <small>Optional</small>	NH <small>Specify State or Province in which the Organization is Registered. For US applications you must specify the State in full</small>
Country <small>Required</small>	United States <small>Specify Country in which the Organization is Registered</small>
Email Address <small>Required</small>	lila.kee@globalsign.com <small>The specified email will be visible within the issued Certificate</small>

When the vetting is complete we will send an email to the Applicant to pickup the Certificate. For security, please specify a Pickup Password that will be required to release the issued Certificate. NOTE, the usage for this password is different from the GCC login password provided previously, the Pickup Password is used only for this Certificate application.

Pickup Password <small>Required</small>	●●●●●●●● <small>Password must be a minimum of 8 characters. Alpha-numeric values only (A-Z, 0-9)</small>
Pickup Password (re-enter) <small>Required</small>	●●●●●●●●

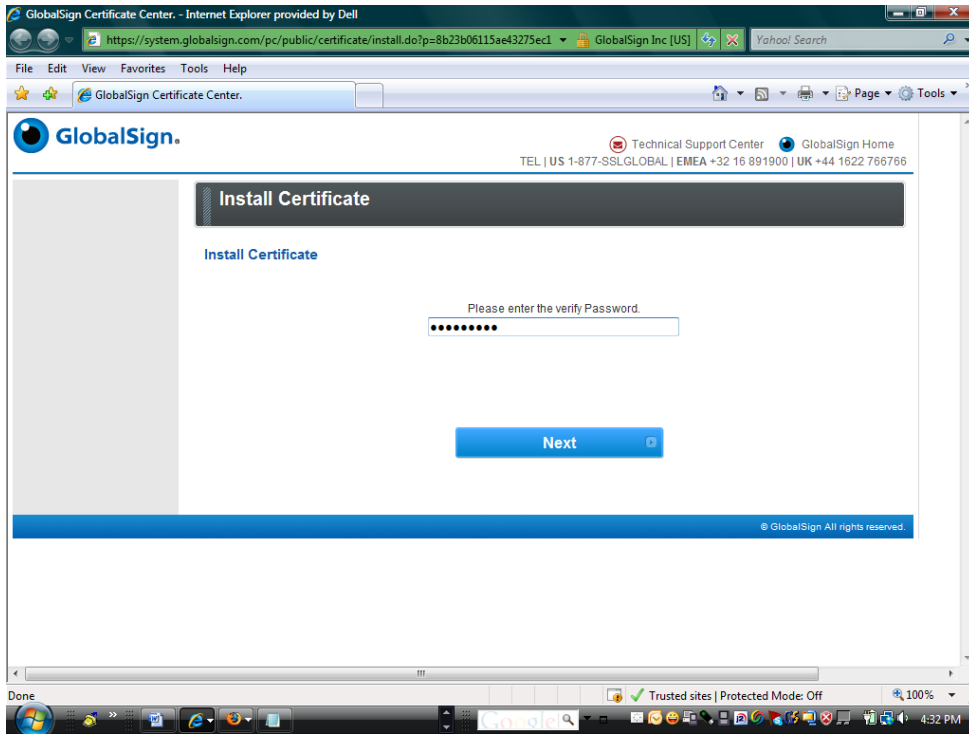
Step 3:

Complete remaining steps and look out for the Approval Email. Once Approved, GlobalSign's Vetting team will review the order. If information can be verified according to GlobalSign security policies governed by the GlobalSign Adobe CPS, a "Pick up" email will be delivered.

Clicking on the URL provided in the Email will direct you to the following webpage which will prompt you for the Certificate Pick up Password that was established at registration

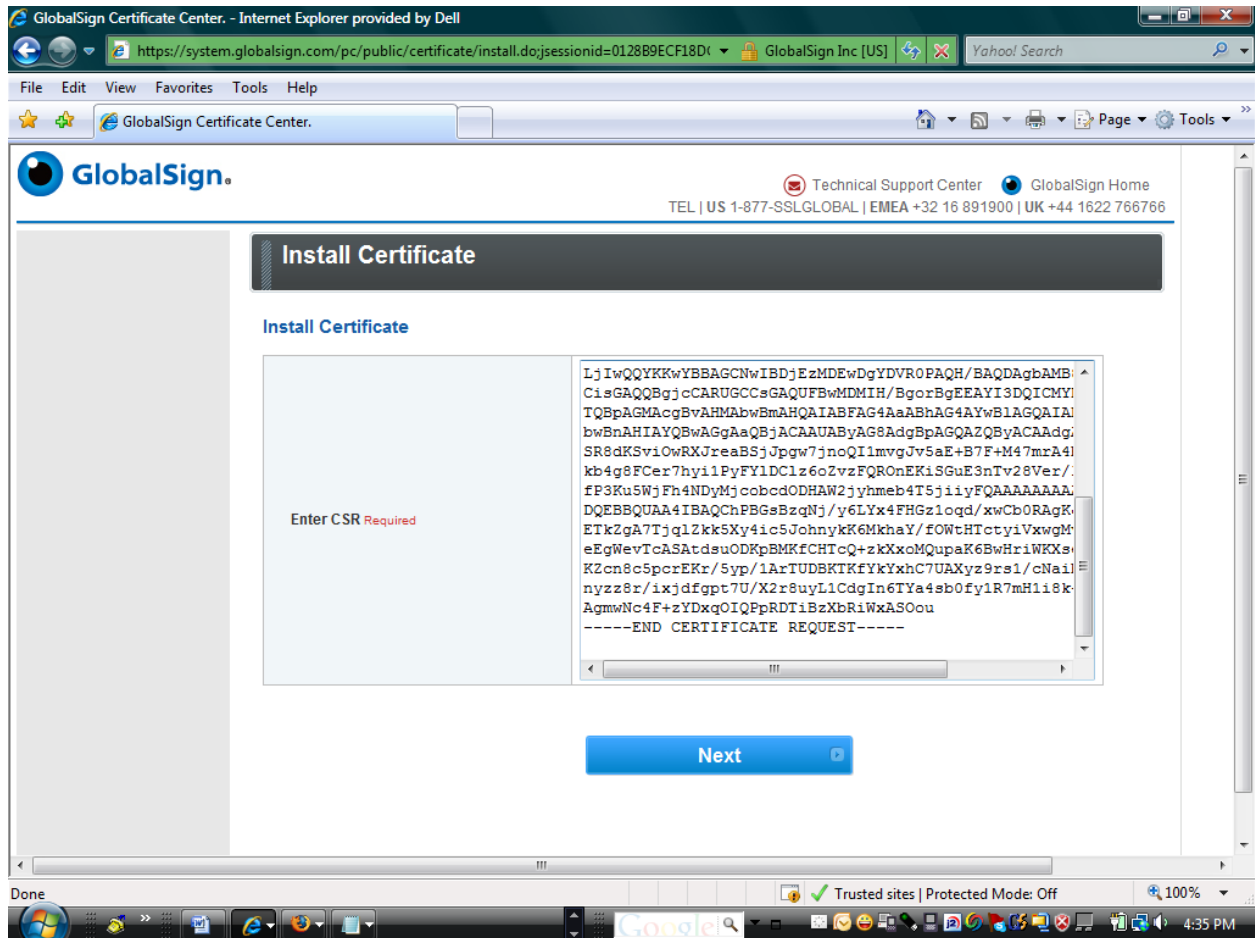
Step 4:

After approval, you'll receive an email including a URL you will click on to begin the certificate installation process. Authenticate to the site using the Certificate installation password established at registration.



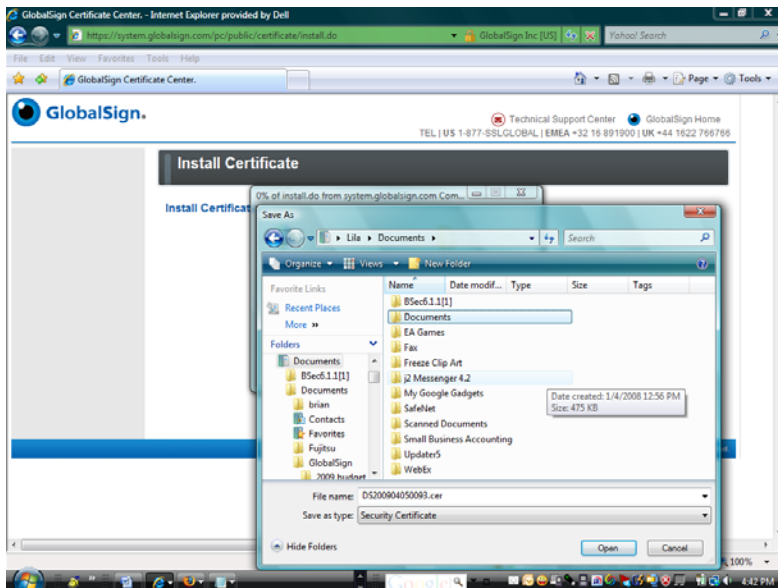
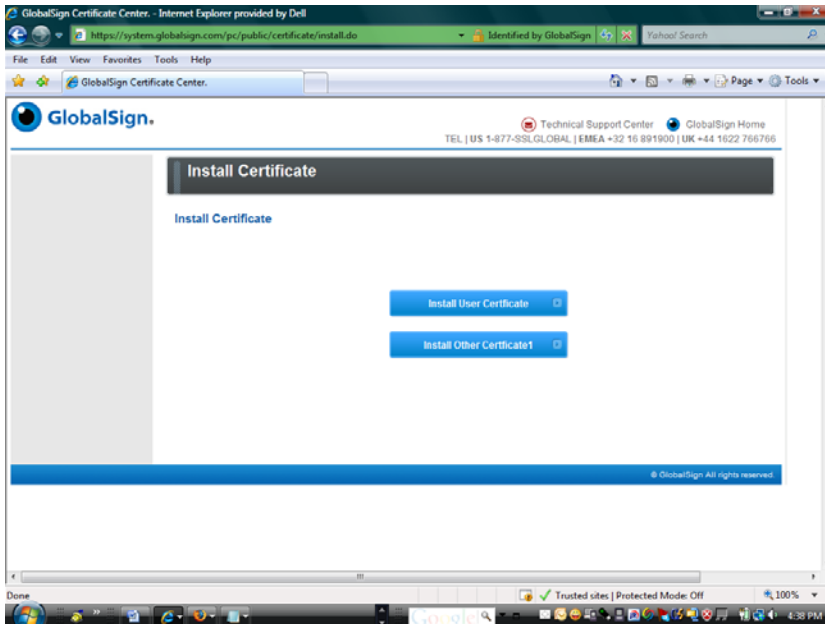
Step 5:

Enter the Certificate Signing Request (CSR) that was created using your Hardware Security Module (HSM) (see HSM provider for instructions on how to generate a CSR). Note the CSR must be created using a 2048 key size and on GlobalSign Approved Hardware (minimum FIPS 140-1 level 2). Also note, the CSR must include both -----BEGIN CERTIFICATE REQUEST----- and -----END CERTIFICATE REQUEST-----. The distinguish name of the digital ID will reflect the information provided in the application and vetted by GlobalSign regardless of any possible conflicts as the result of using different values established at CSR creation.



Step 6:

Open and Save both the End entity certificate and the GlobalSign CA for Adobe intermediate CA.



Step 7

Install the certificate(s) according to your HSM provider instructions.



GlobalSign Digital Certificates are trusted by all popular Browsers, Operating Systems, Mobile Devices and Applications.