

# Free Lunch!



No. Free**SSL**.com

## SSL GUIDE

Everything you need to know  
about SSL and securing your  
online business

For Microsoft IIS 5/6



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## This Guide

### Why is security required for the Internet?

The Internet has been a revolution to commerce and the transfer of data in general, which has developed new global business opportunities for all, including major enterprises, small to medium sized businesses and individuals alike. However e-commerce has inevitably attracted crime and developed a new breed of online criminals ranging from fraudsters and hackers to cyber terrorists. The growing concerns associated with conducting e-commerce have now resulted in the fact that security is an essential factor for online business success.

The market is now educated in the basics of online security and the majority of online users now expect security to be integrated into any online service they use and as a result they expect any details they provide via the Internet to remain confidential and secure.

This white paper explains how SSL can be utilized as the core security technology to protect customer's online transactions and informs users that the security of the online business is being taken seriously. In fact SSL provides proof of a digital identity and allows online customers to visibly see that their digital transaction will be confidential. These are essential factors in gaining customer confidence and remove the concerns and risks associated with sending sensitive data over the Internet.

SSL is essential to allow the true benefits of the Internet to be realised.

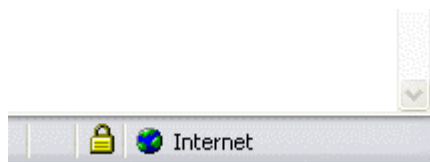
### What is SSL?

SSL (Secure Sockets Layer) is a security technology that is commonly used for encrypting communications between users and e-commerce websites, thereby securing server to browser transactions. The SSL protocol utilizes encryption to prevent eavesdropping and tampering of the transmitted data, and is used to secure information passed by a browser (such as a customer's credit card number or password) to a webserver (such as an online store).

SSL protects data submitted over the Internet from being intercepted and viewed by unintended recipients and as used by hundreds of thousands of websites in the protection of their online transactions with their customers, SSL is the de-facto industry standard Internet transaction security technology.

### How do website visitors know if a website is using SSL?

When a website visitor connects to a webserver using SSL they will see that the URL in the address bar begins with https:// rather than the usual http:// and also a small gold padlock will appear in their browser, e.g.



*As seen by users of Internet Explorer*

Whenever a browser connects to a webserver (website) over https:// - this signifies that the communication will be encrypted and secure. The actual complexities of the SSL protocol remain invisible to the end customer.

In summary, SSL is the de facto web transaction security technology. Webservers have been built to support it and web browsers have been built to use it. SSL provides the ability to secure customers transactions transparently without the customer having to do a thing!



## What is required for a webserver (website) to use SSL?

In order for a website to use SSL a SSL Certificate is required (also known as Web Server Certificates and Secure Server Certificates). SSL Certificates are installed onto the webserver hosting the particular website and allow access to the security functionality of the webserver itself.

## How is a SSL certificate installed onto a webserver?

When SSL is first activated on the webserver, the webserver requires information about the identity of the website including the website domain name and company details.

The webserver then creates two cryptographic keys – a Private Key and a Public Key. The Private Key is so called for a reason – this key must remain private and secure, only residing on the webserver. The Public Key does not need to be secret and is placed into a Certificate Signing Request (CSR) – a data file which also contains all the website credentials.

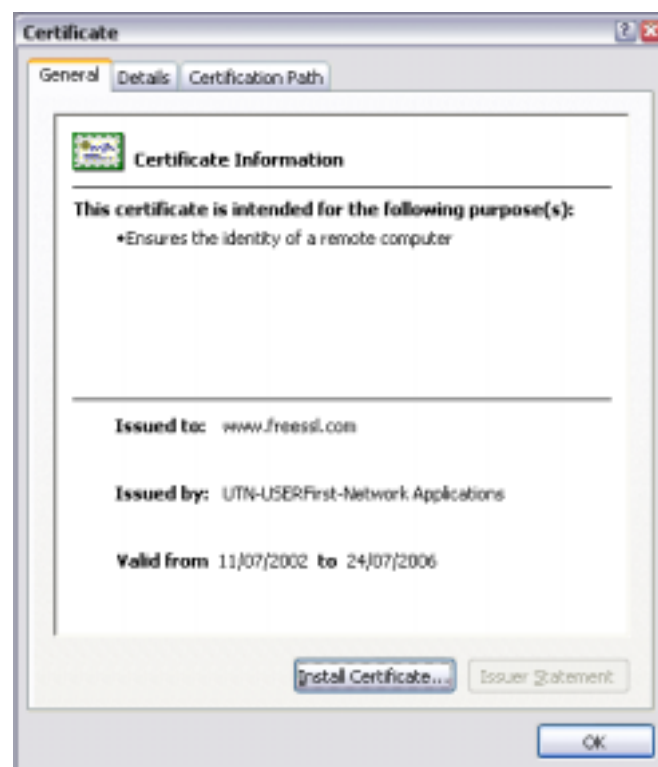
The Private and Public keys are used in the encryption process, so that the data passing between the webserver (website) and the customer's browser remains confidential and secure.

The CSR generated is submitted to Certification Authorities during the SSL Certificate application process. The Certification Authority then validates the website credentials and issues an SSL Certificate containing the digital identity of the website, binding the domain name to the company details.

The webserver will match the issued SSL Certificate to the associated Private Key and allows the webserver to establish encrypted links between the website and customer's browsers.

## What does a SSL certificate look like?

SSL certificates can be seen by simply double clicking on the padlock symbol when displayed in the browser. A typical certificate will look like this;



All SSL Certificates are issued to either companies or legally accountable individuals. Typically SSL Certificates contain the domain name, the company name, the address i.e. city, state and country. It will also contain the expiry date of the Certificate and details of the Certification Authority responsible for the issuance of the Certificate.

When a browser connects to a secure site it will retrieve the site's SSL Certificate and check that it has not expired, that it has been issued by a Certification Authority the browser trusts and that it is being used by the website for which it has been issued. If it fails on any one of these checks the browser will display a warning to the end user.



## What is a Certification Authority (CA)?

Not just anybody can issue trusted SSL Certificates. If they could then there would be no trust in SSL - and it could no longer be used commercially. Instead only Certification Authorities, or CAs as they are commonly known, can issue trusted SSL Certificates.

CAs have generally invested in establishing the technology, support, legal and commercial infrastructures associated with providing SSL certificates. Even though CAs are essentially self-regulated, the nearest to a regulatory body is the WebTrust compliancy program operated by AICPA/CICA. The majority of CAs comply to the WebTrust principles, however some CAs do not have WebTrust compliance. Those CAs who are WebTrust compliant display the WebTrust Seal, as seen below.



The WebTrust Seal of assurance for Certification Authorities symbolizes to potential relying parties [e.g. to the end customer] that a qualified practitioner has evaluated the CA's business practices and controls to determine whether they are in conformity with the AICPA/CICA WebTrust for Certification Authorities Principles and Criteria. An unqualified opinion from the practitioner indicates that such principles are being followed in conformity with the WebTrust for Certification Authorities Criteria. These principles and criteria reflect fundamental standards for the establishment and on-going operation of a Certification Authority organization or function.

## Who are the CAs and why are there so many providers of SSL?

There are actually less than 10 CAs issuing commercially available SSL certificates. The Appendix contains the full list of CAs. Until recently the SSL market has been monopolized by Verisign and Thawte. In 1999 Verisign acquired Thawte, and it became a Verisign subsidiary. In recent years, new global players providing enterprise class solutions such as GeoTrust (formerly Equifax Certificate Services) have also established themselves in the enterprise security market. In the last few months, other companies providing solutions for small to medium sized businesses have also started providing SSL certificates.

There is however confusion in the market because all CAs have reseller programs. Resellers are organizations that will resell the SSL CA's certificates, often at different prices to the SSL CA themselves. Resellers are a great way to sometimes save money through discounted pricing, but are also an easy way to be overcharged for SSL!

Be aware that some resellers will "re-brand" the CA's certificate, thereby masking who actually issues the certificate and then offer their own re-branded certificates at inflated prices above the SRP of the CA themselves.

Don't be fooled by unknown brands - if an SSL Certificate is being sold under a brand that is not contained in the attached Appendix, the buyer should examine one of the reseller's example certificates before purchase. It is very likely that the certificate has been issued by a CA featured in this white paper and will probably be available directly from the CA at a different cost, maybe even lower than the reseller offers it.

Resellers provide exactly the same certificate and features provided by the CA themselves, so it is essential for buyers to know which CA that will issue the SSL certificate before purchasing through a reseller!

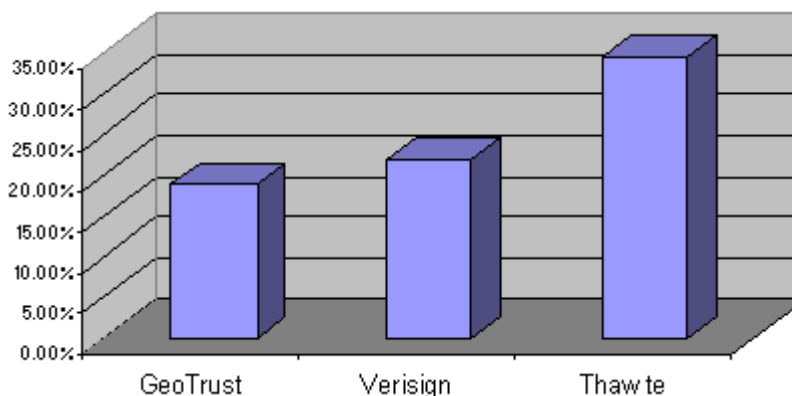


## Who are the top 2 CAs?

Each month SecuritySpace ([www.securityspace.com](http://www.securityspace.com)) publishes the market share of each CA. Figures are obtained by examining a sample of over 100,000 domain names actively using SSL certificates.

The following chart summarizes the market share of the top 2 enterprise players in the .net market, namely Verisign and GeoTrust. The chart also shows the market share of Thawte (Thawte is a Verisign company).

### March 2003 Figures:



Source: [http://www.securityspace.com/s\\_survey/sdata/200303/net/certca.html](http://www.securityspace.com/s_survey/sdata/200303/net/certca.html)

## What do I need to consider when purchasing a SSL certificate?

The following 10 considerations must be taken into account before deciding which CA and which type of SSL certificate to purchase? Each point will be discussed in more detail later.

1. **What type of web site application. Low volume, professional or development?**
2. **How credible and stable is the CA issuing the SSL certificate?**
3. **What browser recognition is required?**
4. **Do I require a single root or intermediate SSL certificate?**
5. **What certificate strength is required?**
6. **Is technical support available from the CA for installation or CSR issues?**
7. **Do I need warranty?**
8. **What type of validation is required?**
9. **How fast do I want my certificate?**
10. **What budget do I have for my certificate?**

Lets look at each point in turn.

### 1. What type of web site application. Low volume, professional or development?

Perhaps the most important differentiation between all the SSL certificates available on the market today, is the strength of the brand behind the SSL technology. SSL technology besides ensuring secure transmission of data, is an essential element in providing online customers with the confidence to buy or use a product or service.

For example, the greater the number of users visiting a website, the greater the probability that some customers may not complete a transaction, simply because they do not recognise or trust the brand behind the SSL technology.



Inevitably the well known brands from the credible long standing CAs are the most expensive SSL certificates on the market. If you have a low volume or development website and you decide that your customer's confidence is not affected at all by the brand behind the SSL certificate or the volume of customers that would have an issue are insignificant in number then the choice of CA and certificate is increased. Low volume websites can therefore enjoy significant savings on the SSL purchases by purchasing the lesser known brands of SSL certificates.

We suggest as a guide that if a website is performing more than 50 transactions per week then, it is advisable to use a known SSL brand.

Another important consideration is the typical or average transaction value that a website will process. If customers are expected to pay high amounts online the greater the probability that some customers may not complete a transaction because they do not trust the brand behind the SSL technology.

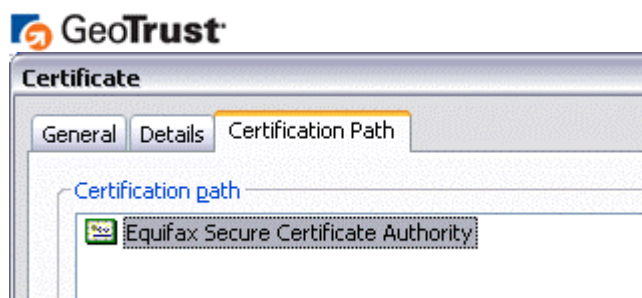
We suggest as a guide that if a website has an average transaction of greater than 50 USD, it is advisable to use a known SSL brand from a reputable CA.

## 2. How credible and stable is the CA issuing the SSL certificate?

Clearly for any SSL certificate to be taken seriously, it is important to ensure that the CA issuing the SSL certificate is well established and credible. The best way of determining the credibility of a CA is by simply establishing whether the CA in question owns its own trusted root i.e. does the CA own a root that is already present in all popular browsers?

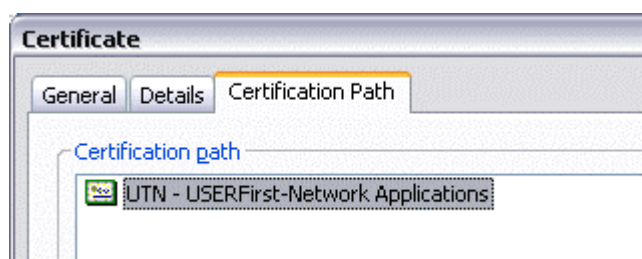
You can examine trusted root ownership by double clicking the padlock seen in the browser during an SSL connection with a webserver. When the SSL Certificate appears, simply click the "Certification Path" tab to see which trusted root CA certificate issued the SSL certificate.

It is also possible to see the trusted roots referenced in a browser e.g. for IE6, go to "Tools", "Internet Options" and select "Content", "Certificates" and then the tab "Trusted Root Certification Authorities".

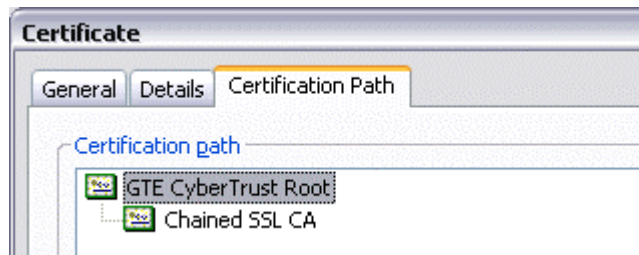


GeoTrust owns the Equifax root (Equifax Digital Certificate services became GeoTrust in 2001).

## FreeSSL.com



FreeSSL.com's FreeSSL product owns its own root. FreeSSL.com purchased the USERTrust Network root a number of years ago.



FreeSSL.com's ChainedSSL product uses an intermediate certificate issued by Baltimore using the GTE CyberTrust root. FreeSSL.com does NOT own the GTE CyberTrust Root.

Business stability is also an essential component when selecting any supplier. Whilst we do not examine financial stability of each CA in detail in this white paper, enterprise class accounts are advised to conduct their own due diligence into each CA, as well as examine the root CA certificate ownership.

When selecting a CA, always therefore consider the long term stability of the CA, especially if a longer term enterprise solution is required.

If the CA relies on an intermediate certificate - consider the long-term stability of the CA supplying the intermediate, and obviously the stability of the supplier relationship between the two CAs.

An excellent guide in assessing the long term stability of a CA is whether they have achieved WebTrust compliance. As well as assuring the relying party (e.g. the end customers) that a SSL certificate has been issued by a CA that has been regulated and audited by AICPA/CICA, WebTrust also assures that the CA is both financially and technologically sound and has standards in place to ensure its ongoing operation.

Microsoft have stated that by 2004 all non-WebTrust compliant CAs will have their trusted root CA certificates removed from Internet Explorer. If a SSL certificate has been issued by a non-WebTrust compliant CA, and the CA's trusted root is revoked, the SSL certificate could also be potentially revoked and will therefore no longer be trusted or accepted by customers.

Clearly it is very advisable to ensure the integrity of the CA and to establish which CA is issuing the SSL certificate to be used.

### 3. What browser recognition is required?

Browser recognition or ubiquity is the term used in the industry to describe the estimated percentage of Internet users that will inherently trust an SSL certificate.

Certification Authorities who own their own roots, have what are known as Root CA Certificates. These root CA certificates are added into releases of all the major browsers such as Internet Explorer, Netscape, Opera, etc by the browser vendor (such as Microsoft). When a browser is used, it automatically relies on a "list" of root CA certificates that the browser vendor has deemed trustworthy. If a SSL certificate is issued by one of the trusted root CAs, then the browser will inherently trust the SSL certificate and the gold padlock will appear transparently during secure sessions.

The browser stores the CA roots that can be trusted, therefore if a browser encounters a website using a SSL certificate issued by a CA root it does not trust, the browser will display warning messages to the website visitor. The lower the browser ubiquity, the less people will trust a certificate - clearly, a commercial site will require as many people as possible to trust a SSL certificate.

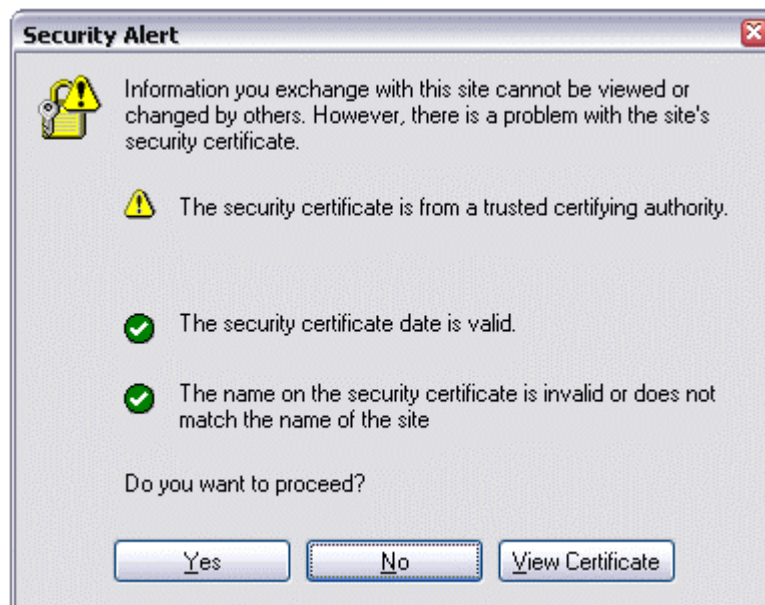



The general rule is that any SSL certificate with over 95% browser ubiquity is acceptable for a commercial site.

As with any form of statistics, browser ubiquity is open to interpretation, hence in the Appendix, the table does not place a great deal of validity in presenting browser recognition "percentages", instead it simply concludes whether a SSL Certificate is acceptable for commercial sites.

### Why is browser recognition important?

If a website visitor is using a browser that does not contain the root CA certificate used to issue the SSL certificate, they will be prompted with a security warning:



The  signifies that the SSL Certificate has been issued by a CA that the browser does not trust. As more people upgrade their old browsers, this message becomes less frequent. It is also worth noting that people who do not upgrade their browsers are less technically and security savvy and hence are less likely to purchase from websites.

Another consideration often overlooked concerning the overall ubiquity of a SSL certificate is the issue over Webserver Compatibility. The SSL Certificate is required to be installed onto a webserver. Generally, all webserver accept all SSL certificates currently available but it is recommended to check with the CA to be sure. Webservers such as Apache (including the website control panel variants), IIS, Webstar, Website Pro, Java based, iPlanet, Zeus, Netscape server, Cobalt support the certificates of all SSL certificates featured in this whitepaper.

There are few webserver still in use (such as Novell iChain) that do not support the use of intermediate certificates as used by FreeSSL.com's ChainedSSL product and Comodo's InstantSSL product. Such webserver are not SSL v3 compliant. If your webserver does not support SSL v3, then you will need to select a CA that issues certificates directly off its root such as GeoTrust.

## 4. Do I require a single root or intermediate SSL certificate?

Some certificates are issued directly by a Trusted Root CA certificate e.g. GeoTrust. The Trusted Root CA certificate is already contained within all popular browsers, and hence is already trusted. Some Certification Authorities do not have a Trusted Root CA certificate present in browsers, therefore they need a "chained root" in order for their certificates to be trusted. Both FreeSSL.com's ChainedSSL product and Comodo's InstantSSL product utilize chaining technology and are chained to the same Baltimore Technologies root certificate known as the GTE



CyberTrust root. This means that Baltimore has issued "intermediate" certificates to both Comodo and FreeSSL.com in order for their issued certificates to be recognized by browsers. Neither Comodo nor FreeSSL.com own the Baltimore root CA certificate used to issue the intermediate certificate

Compared to single root installations, chained root certificates require additional webserver installation steps. If a CA is chosen that requires the installation of more than one certificate, then it is advisable to ensure that the necessary technical expertise or resources to be able to perform the installation are available. Loading and managing multiple certificates per installation, especially in an enterprise environment, can be costly and cumbersome.

Certification Authorities (CAs) that own their own roots are long-time security providers who have long term relationships with the browser vendors for the inclusion of their Trusted Root CA certificates. For this reason, such CAs are seen as being considerably more credible and stable than chained root certificate providers.

## 5. What certificate strength is required?

Generally there are two strengths of certificate in existence - 40 bit & 128 bit.

The bit size indicates the length of the key size used for the encryption during a secure SSL session. Hovering the mouse over the gold padlock will detail the current strength of encryption being used:



### Why is encryption strength important?

The bigger the number, the longer it takes for computer(s) to crack or break the code.

- 40 bit: It is computationally feasible to crack a 40 bit key. For this reason 40 bit encryption is rarely used.
- 128 bit: It is computationally unfeasible to crack a 128 bit key. All banking infrastructures use 128 bit encryption.

We strongly recommend the use of 128 bit SSL encryption for any application or website.

## 6. Is technical support available from the CA should I need it?

Installing a SSL certificate can sometimes be tricky – you will need to first generate a CSR and then install your issued certificate. For this reason it is essential that the CA provides sufficient and timely support.

All CAs provide some level of support, even if it is only email and web based. Most issues can easily be solved using the expansive online resources and knowledge bases provided by the CA. However, should an issue arise, it is highly recommended that there is access to technical support staff, therefore make sure the CA clearly publishes a technical support telephone number. Also, be aware that some CAs charge extra for telephone support.



## 7. Do I need warranty?

The warranty level is the financial protection awarded to end customers against the CA misissuing an SSL Certificate. If a customer relies on the information within a misissued SSL Certificate and suffers financial loss as a direct result of relying on the certificate, the CA will hold insurance to cover claims made by the customer against the CA. Effectively, the warranty is the insurance taken out by the CA to protect itself in the event it makes a mistake.

Verisign offers a more advanced insurance policy in that it will also provide insurance against a compromise of a private key or loss of certificate - but such insurance comes at a price.

### How likely is a missuance?

It is highly unlikely that a WebTrust compliant CA will misissue a certificate. All WebTrust compliant CAs have passed certification to ensure that procedures and policies are in place that make misissuance improbable. For this reason, many WebTrust compliant CAs do not offer a warranty at all.

CAs that are not WebTrust compliant will often offer the warranty as a means of adding perceived value to their SSL certificates.

For high average transaction values, particularly sensitive applications and to deliver ultimate protection of the relying party, significant warranty values do have their place.

## 8. What type of validation is required?

A trust hierarchy demands that entities "vouch" for each other. Companies that issue SSL certificates are in the business of establishing that entities on the web are, in fact, who they claim to be. The potential for criminal activity on the web (in relevance to SSL anyway), is in online 'hijacking' of sites or connections to siphon encrypted data. Persons so inclined can easily "copy" web site interfaces and pose as well known vendors, simply to collect these data.

SSL certificates work to prevent this through ensuring that www.abc.com is, in fact, ABC Co. In the "real world" we use identification procedures like photo ids, telephone calls and papers of incorporation to know with whom we are dealing. If products or services are defective, buyers can seek recourse. In the "online world", companies wishing to use SSL certificates must prove to the certificate authority that they have the right to present themselves online as ABC Co.

This is done through a variety of means in different SSL products. For the sake of simplicity, consider the method started and championed by Verisign, as the 'traditional' model. The process involves certificate petitioners faxing in their articles of incorporation, and then waiting several days to be granted a certificate to do business online under that name. There is a fair amount of overhead related to this task, as these credentials are examined and reviewed, and full-service products in this arena can cost hundreds of dollars.

There are newer, lower-cost alternatives in which certificates are issued more quickly. These certificates verify that the certificate holder is the owner of that domain, ensuring customers that domain name "owners" are who they claim to be.

There are also other validation options, like two-way, real-time telephony. Certificate applicants are required to provide telephone numbers, and certificate authorities call to verify basic information, yet another way to seek recourse in the event of problems.

So there are essentially two types of validation available, manual and automated.

### Manual Validation.

Involves the validation of domain name ownership and business legitimacy using humans. This process is traditionally slow and takes up to two working days, often longer.



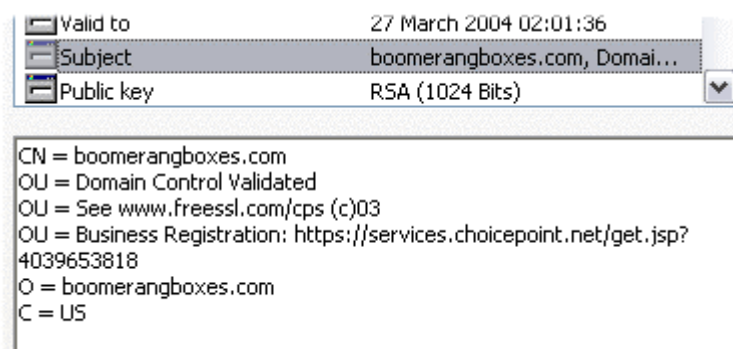
A manually validated certificate usually contains the following information within the certificate:



### Auto-Validation.

Computers, databases and automated routines validate domain name ownership and business legitimacy. The process takes minutes rather than days. The GeoTrust QuickSSL product and FreeSSL.com FreeSSL and ChainedSSL products use automated validation to issue SSL certificates within 10 minutes. Their automated validation processes are WebTrust compliant and use Domain Control validation and ChoicePoint (equivalent to Dun & Bradstreet) to validate the applicant before issuing the certificate.

An automatically validated certificate, such as the GeoTrust or FreeSSL.com certificates, contain the following information within the certificate:



Note: If a CA is not WebTrust compliant its validation processes will not have been audited and accredited as being satisfactory and inline with the WebTrust guidelines for CAs.

## 9. How fast do I want my certificate?

The principal delay associated with the issuance process of SSL is the validation process adopted.

For fast issuance of certificates, it is advisable to use automated methods of validation.

Be very careful when confirming the issuance time with a CA. Some may suggest immediate delivery once they have obtained all your company documentation in the format required and have initiated the validation. This process may still take up to 2 days from start to finish.



## 10. What budget do I have for my certificate?

Certificates range dramatically in price from one CA to another. The highest prices are 40 times the lowest prices!

This white paper has examined numerous points of consideration in determining which SSL certificate to purchase.

The correct choice of SSL certificate is principally dependent on the application type and on whether there is a need for a well known brand of SSL that has been issued from a highly trusted and credible CA.

There are however significant savings available for websites conducting low volume/ low value transactions. Some SSL certificate types are perfect for development environments, whilst other certificate types suit professional requirements. Buyers are therefore urged to carefully consider their choice of CA before purchasing.



## Give me 10 reasons why I should buy from FreeSSL.com?

1. **A Complete Range of SSL Certificates.** FreeSSL.com offers a range of certificates suitable for low volume/ low transaction value, Professional level and Development applications.
2. **Credibility.** FreeSSL.com is a subsidiary of GeoTrust, a highly trusted, credible and long standing CA who owns the Equifax roots that is already present in all popular browsers and used in the Professional Level certificates. FreeSSL.com also owns the UTN root used in FreeSSL certificates. GeoTrust is a WebTrust compliant CA and holds the WebTrust Seal.
3. **Browser recognition.** FreeSSL.com certificate range offers browser recognition rates from 92 to 99 percent suitable for both test/development and high volume / high transaction value e-commerce.
4. **Single root or Chained root.** FreeSSL.com offers certificates utilising single roots (owned by GeoTrust) and a chained root (utilising the Baltimore Technologies root).
5. **Certificate strength.** All certificates offered through FreeSSL.com use 128 bit industry standard SSL encryption.
6. **Support.** Both telephone, web and email support is available for all certificates sold through FreeSSL.com, covering 1am to 9pm EST, 6am -2am Europe. Unlike some of our competitors, FreeSSL.com does not charge extra for technical support.
7. **Warranty.** All certificates are issued from a WebTrust compliant CA. As FreeSSL certificates are suitable for development environments, and ChainedSSL chained root certificates are suitable for low volume, low value e-commerce, warranties are not essential. However where applications demand ultimate peace of mind, warranty of up to \$50,000 is offered on the Professional Level certificates available through FreeSSL.com.
8. **Validation.** As part of the provisioning process with both ChainedSSL and FreeSSL, businesses are registered with ChoicePoint and assigned a ChoicePoint Unique Identifier (CUI) — equivalent to a DUNS number. The CUI provides a corporate profile to the Internet users through information imbedded in to the certificate. With the ChoicePoint Unique Identifier, industry-recognized domain control authentication, and two-factor telephony authentication, FreeSSL.com offers the strongest real-time authentication process on the market today.
9. **Issuance speed.** FreeSSL.com's 2nd generation validation and issuance infrastructure allows certificates to be issued immediately 24 hours per day, 7 days per week, 365 days each year.
10. **Your Budget.** FreeSSL.com is the lowest cost provider of SSL certificates in the market today and offers the lowest priced certificates suitable for all application categories namely, low volume /low transaction value, Professional and test/development.



## In summary...

There is absolutely no reason why buyers of SSL should have to;

- Pay more for their certificates irrespective whether the application is for low volume, professional or development
- Wait more than 10 minutes for a SSL certificate to be issued
- Buy from CAs who DO NOT own their own root and who ARE NOT WebTrust compliant
- Not enjoy FREE excellent customer service levels

FreeSSL.com has a very simple mission in life and that is;

- To be focussed on providing small to medium sized businesses (SMB) with strong 128bit encryption, industry standard SSL certificates
- To be dedicated to being the lowest cost provider of SSL to the SMB market place
- To deliver the ultimate customer service through fast issuance and leading customer care
- A commitment to quality in all aspects of the business through meeting the industries most stringent Certification Authority quality standards

FreeSSL.com is the lowest cost provider of fully supported, highly trusted 128 bit SSL Certificates ideal for low volume / low value transaction, professional level and development websites - delivered immediately!



## Microsoft Internet Information Server 5 / 6

### Generate a Certificate Signing Request (CSR)

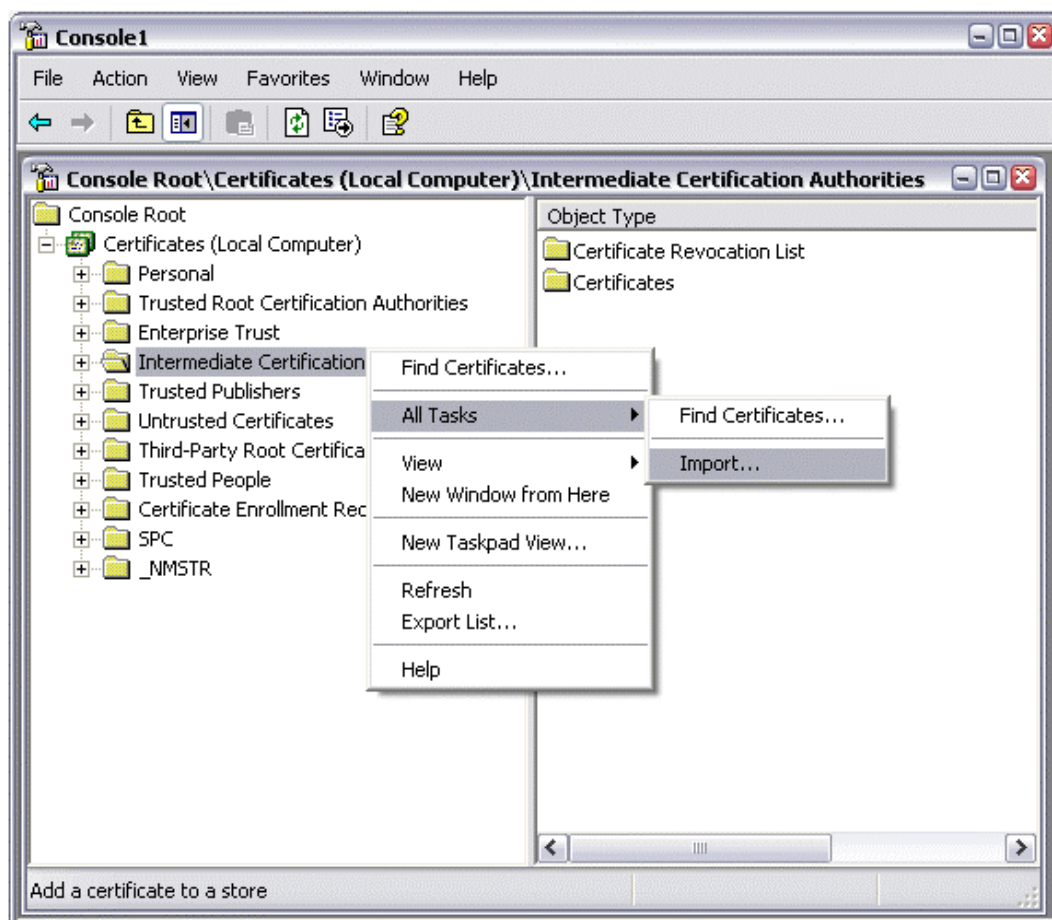
Follow these instructions to generate a CSR for your Web site.

The instructions for creating a CSR will be identical, no matter which SSL certificate type you choose. However installation instructions will differ based on whether you select a single root or chained root SSL certificate product. This guide covers installation instructions for both certificate types.

Note: If you are renewing your certificate or your site is currently running a web server certificate please refer to renewal section at the bottom of this document.

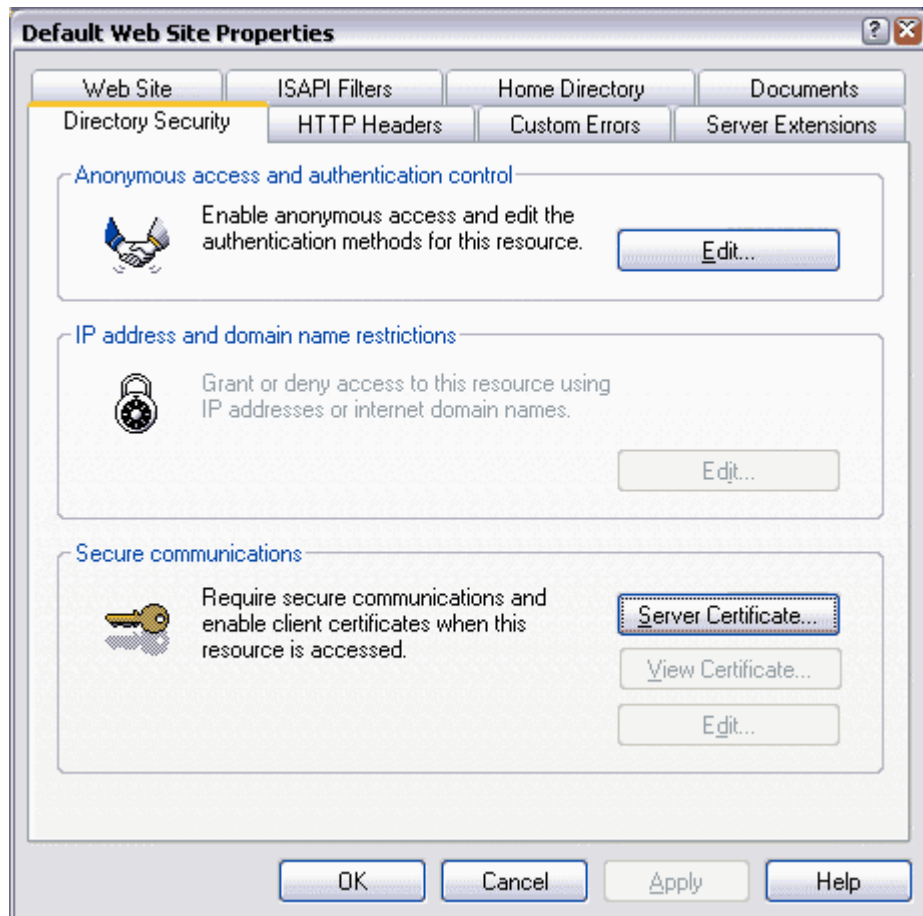
You must have at least Service Pack 1 installed

- Select the **Internet Information Services** console within the **Administrative Tools** menu.
- Select the computer and web site (host) that you wish to secure.
- Right mouse-click to select **Properties**.





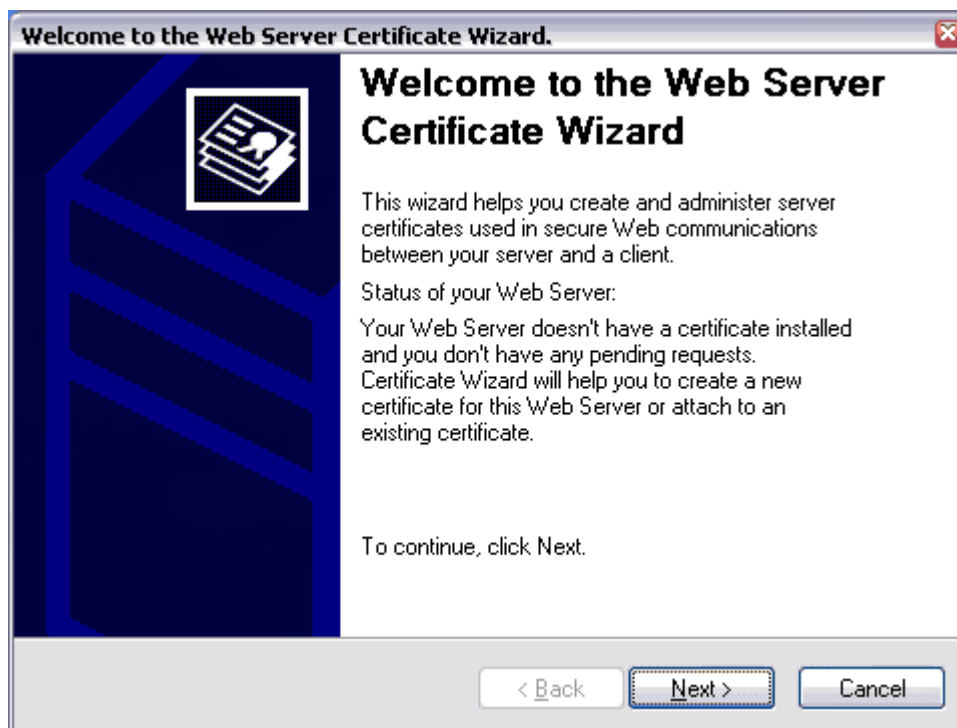
- Select the **Directory Security** tab.



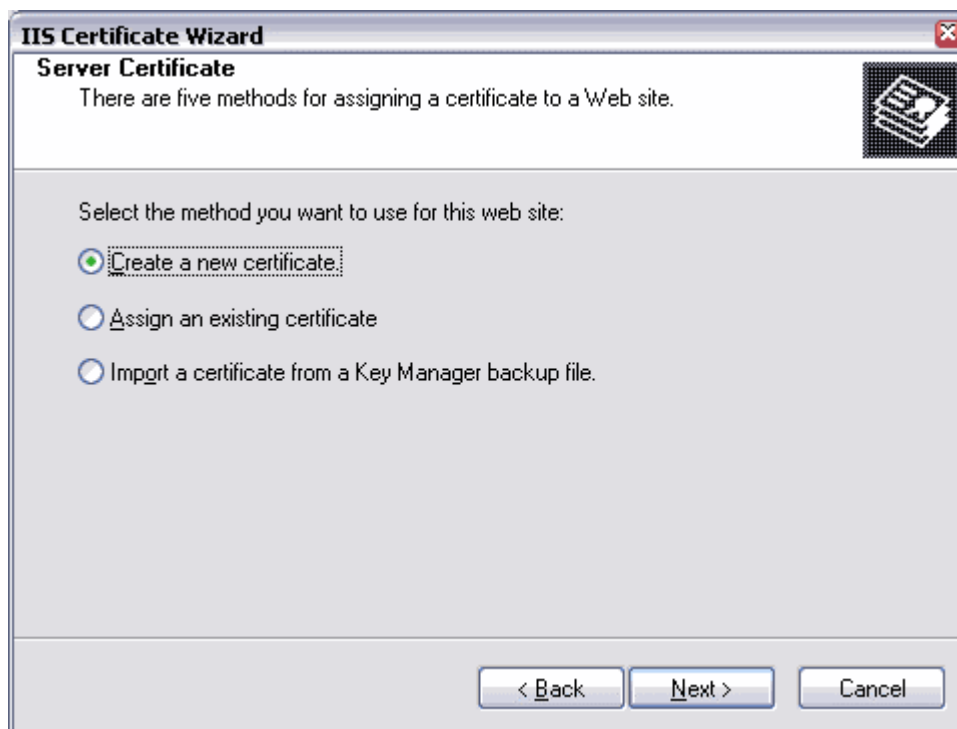
- Select **Server Certificate** under **Secure Communications**



- Click **Next** in the Welcome to the Web Server Certificate Wizard window.

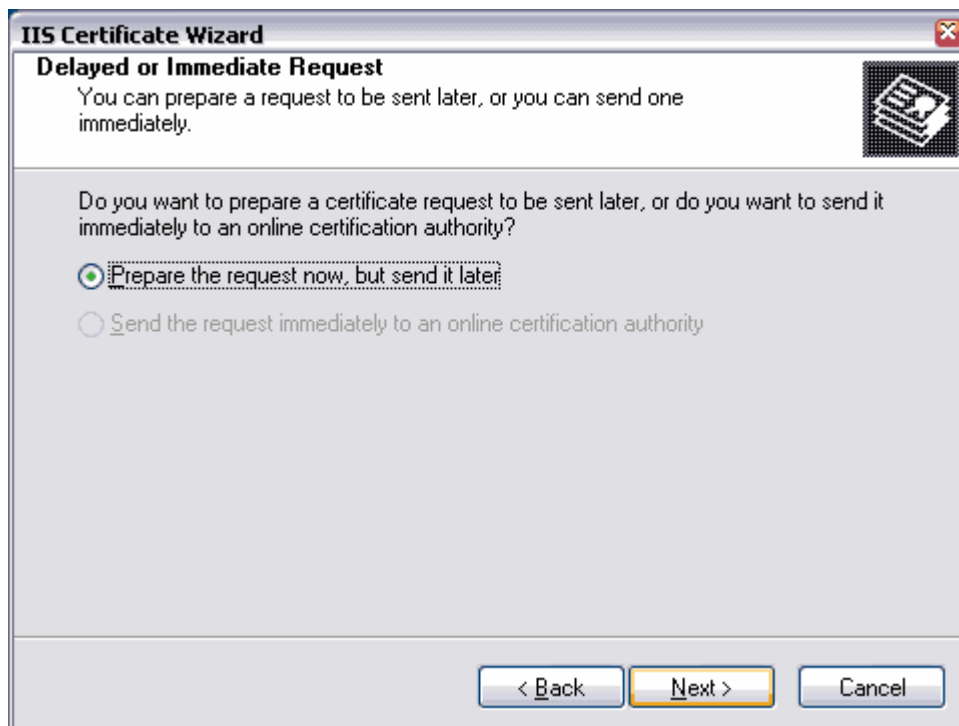


- Select **Create a new certificate**, Click **Next**.

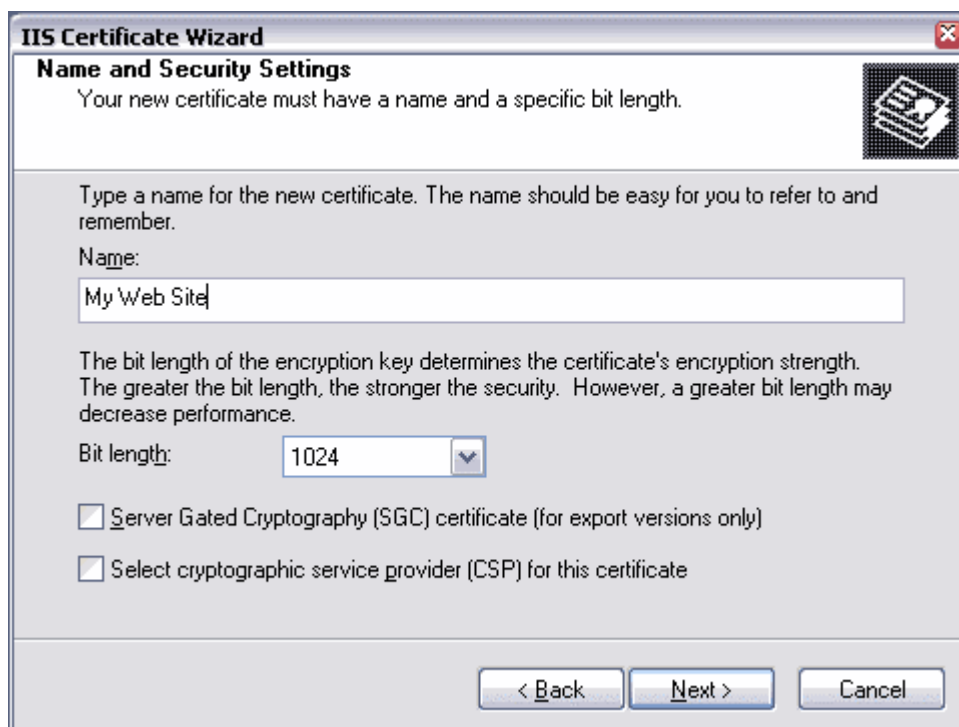




- Select **Prepare the request now**, but send it later.



- At the **Name and Security Settings** screen, give your new certificate a name - this will help you identify this request if you work with multiple domain names on the same webserver. Select bit length. We recommend using 1024-bit length (note: To generate 128 bit encryption you will need to select a 1024 bit length). Click **Next**.





- You will now be asked for details about your company and your website. When creating a CSR you must follow these conventions.  
The following characters can not be accepted: < > ~ ! @ # \$ % ^ \* / \ ( ) ? & .  
This includes commas.
- At the **Organization Information**, state your **Company Name** and **Department**.

**IIS Certificate Wizard**

**Organization Information**

Your certificate must include information about your organization that distinguishes it from other organizations.

Select or type your organization's name and your organizational unit. This is typically the legal name of your organization and the name of your division or department.

For further information, consult certification authority's Web site.

Organization:  
My Company Name

Organizational unit:  
My Department

< Back   Next >   Cancel



- At the **Your Site's Common Name** screen, enter the domain name (e.g. yourdomain.com) or fully qualified domain name (e.g. www.yourdomain.com). Whatever you enter here will be exactly what the certificate will be able to be used on.

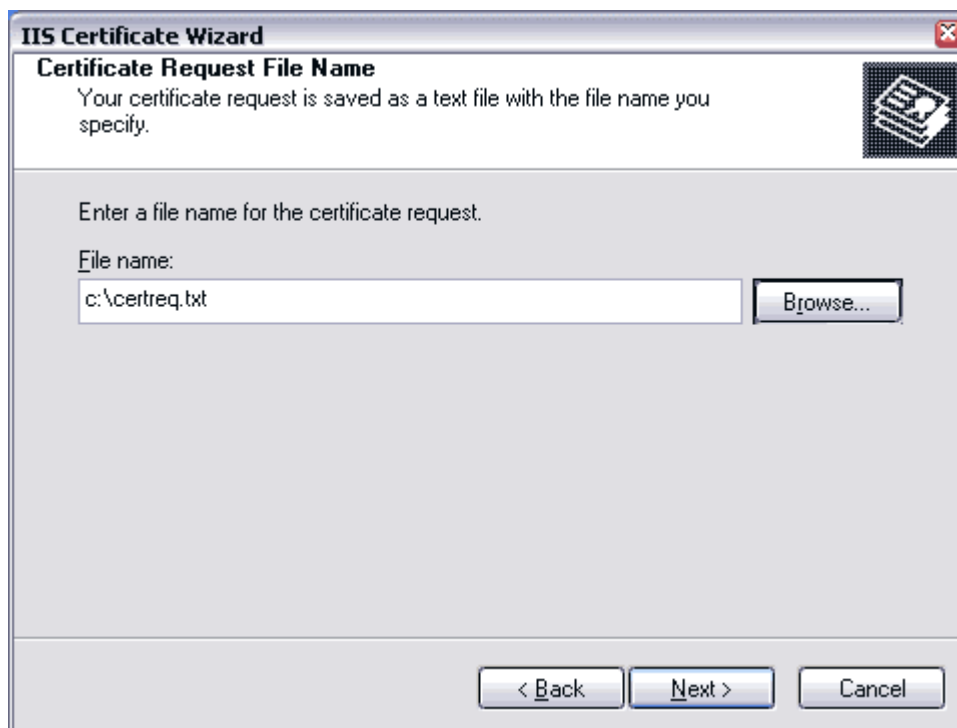
The screenshot shows the 'IIS Certificate Wizard' window at the 'Your Site's Common Name' step. The title bar reads 'IIS Certificate Wizard'. Below the title bar, the text says 'Your Site's Common Name' and 'Your Web site's common name is its fully qualified domain name.' There is a small icon of a certificate on the right. The main area contains instructions: 'Type the common name for your site. If the server is on the Internet, use a valid DNS name. If the server is on the intranet, you may prefer to use the computer's NetBIOS name.' and 'If the common name changes, you will need to obtain a new certificate.' Below this is a text box labeled 'Common name:' containing the text 'www.mydomain.com'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- At the **Geographical Information** screen, enter your **country, state** and **city**.

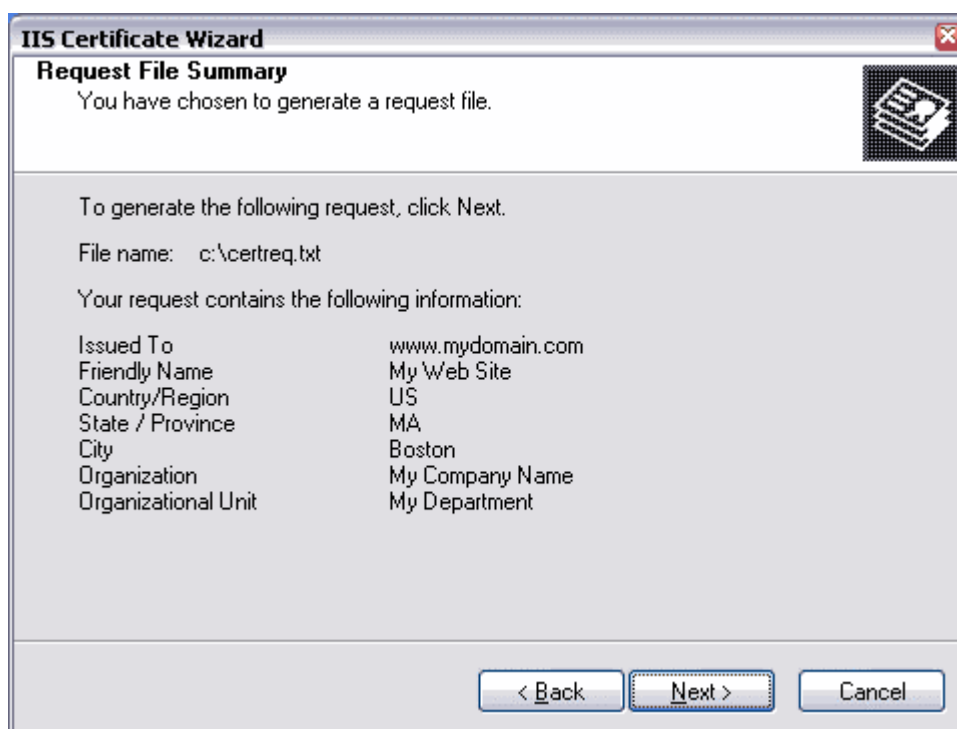
The screenshot shows the 'IIS Certificate Wizard' window at the 'Geographical Information' step. The title bar reads 'IIS Certificate Wizard'. Below the title bar, the text says 'Geographical Information' and 'The certification authority requires the following geographical information.' There is a small icon of a certificate on the right. The main area contains three dropdown menus: 'Country/Region:' with 'US (United States)' selected, 'State/province:' with 'MA' selected, and 'City/locality:' with 'Boston' selected. Below these is a note: 'State/province and City/locality must be complete, official names and may not contain abbreviations.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.



- You have now finished entering information. Your CSR will now be saved to a text file. Give your CSR a filename and select a location where you can easily find your CSR.

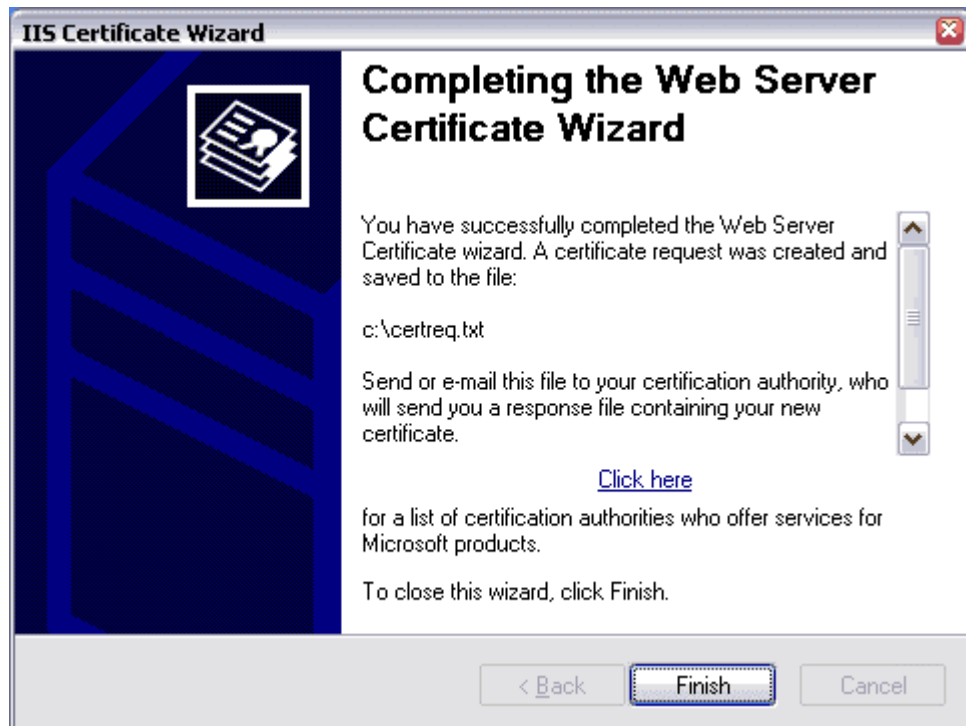


- **Important:** Now review what you have entered. If you notice a mistake, use the Back button to return to the relevant screen to make changes. Pay particular attention to the Issued To field.





- You have now generated your CSR! Click **Finish** to close the wizard.



**IMPORTANT DO NOT REMOVE** the pending request from your IIS or your issued certificate will not install. Attempting to create another CSR will automatically remove the pending request and this should be attempted until you have installed your issued certificate.

Now go to [www.freessl.com](http://www.freessl.com), select your certificate product and click the relevant Order Now button. Make sure that you have your CSR file handy - you will need this during the enrollment process.

## Renewals or Sites currently running SSL

The renewal request option within IIS 5.0 does not create a request in a PKCS10 format. This may be corrected with a future Service Pack. IIS 5.0 does not allow your site that is currently running SSL to generate a certificate signing request (CSR) without removing the existing certificate. For most sites this is not an option since your site will not be able to run a SSL session while your certificate is being processed. To obtain a certificate for your existing web site you will have to do the following. Please read and print these instructions before submitting your new certificate request.

- Leave your existing site that currently has the certificate installed alone.
- Create another virtual site within IIS (this does not have to be a functional site).
- Enter Properties for the newly created virtual site, then go to the Certificate Wizard to create a new certificate request. The information you enter on this certificate request should match exactly the information on your production certificate, since that is the existing certificate this new CSR will replace.
- Submit the new request through the following URL [www.freessl.com](http://www.freessl.com)



- Wait for the new certificate file to be emailed to you from [support@freesl.com](mailto:support@freesl.com).
- Install this certificate into your new virtual site; follow the process the pending request by selecting the certificate file we sent you. Complete the installation of your new certificate into your virtual web site.
- Now delete the new virtual site!
- Go to your Production web site, enter Properties, and select Replace the current certificate - choose the new certificate from the list.
- Make sure you bind the web site to a unique IP address at Port 443, then Stop and then Start your web site. Your new certificate should be installed.
- When convenient, go into your MMC console (with Certificate snap-in added) and delete the old certificate.



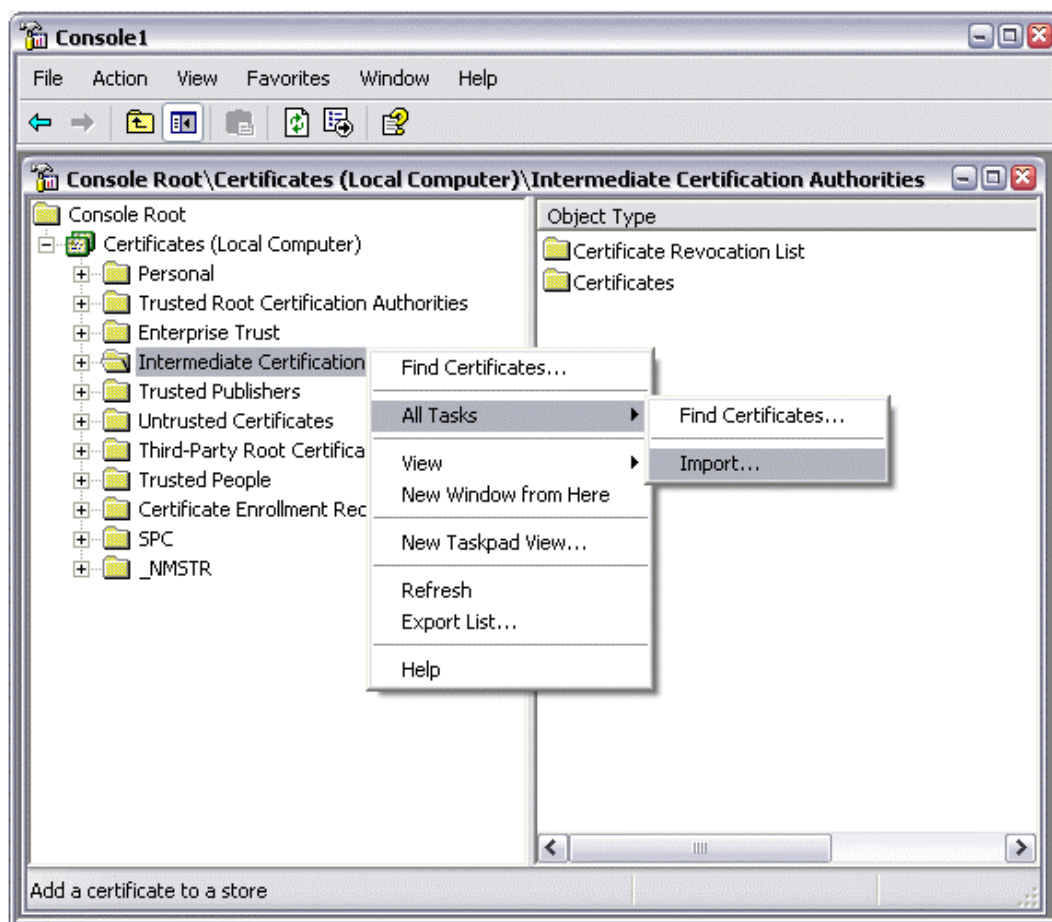
## Installing your FreeSSL certificate

Your certificate will be sent to you by email. The email message includes the web server certificate that you purchased in the body of the email message.

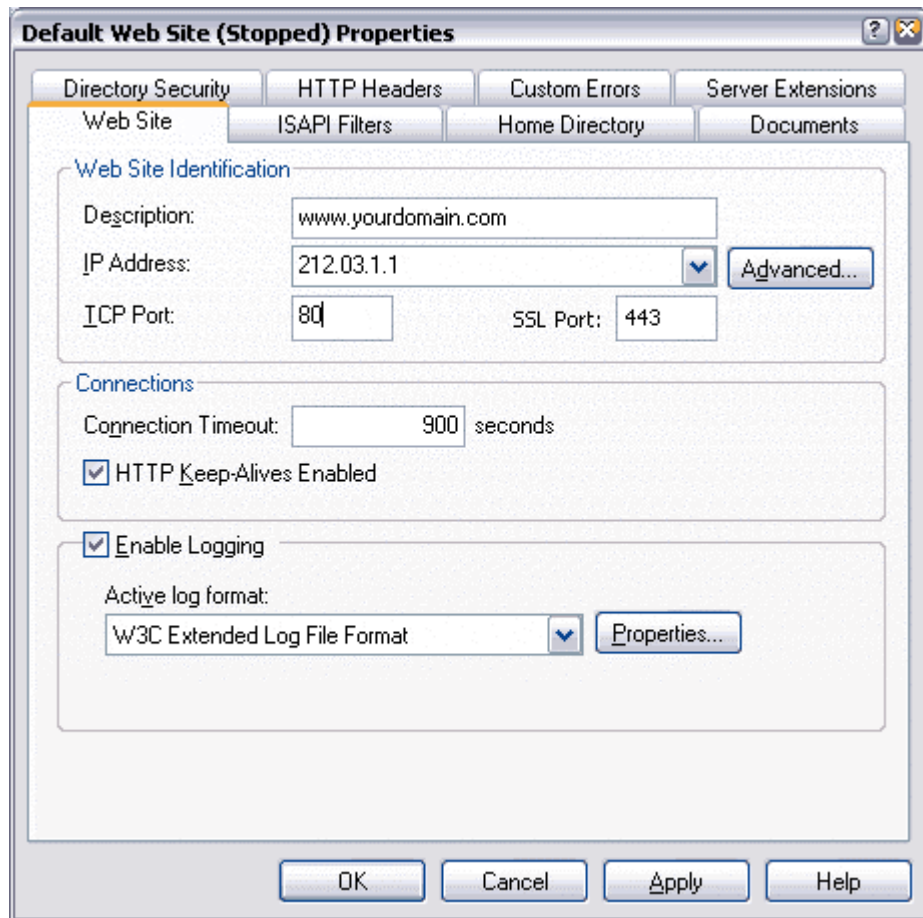
Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

**Your FreeSSL certificate is a single root SSL certificate and will only require you to install the webservice certificate.**

- Start IIS and right click Default Web Site and select **Properties** from the menu.



- When the **Properties** appear, click on the **Directory Security** tab.
- Click on **Server Certificate** and follow the on screen wizard:
  - Ensure that you select **Process the pending request** and install the certificate. Click **Next**.
  - Review the summary screen and ensure that you are processing the correct certificate. Click **Next**.
  - Click **Next** on the confirmation screen.
- Make sure that you have assigned **Port 443** as the SSL port for you site. To do this, right click **Properties** for your website and make sure that 443 has been entered into the SSL port box:



Test your certificate by connecting to your server. Use the https protocol directive (e.g. https://your server/) to indicate you wish to use secure HTTP. The padlock icon on your Web browser will be displayed in the locked position if you have set up your site properly.



## Installing your ChainedSSL Certificate

Firstly when your issuance email arrives you will have two certificates in the email - your **webserver certificate** and a **Baltimore chained certificate**.

Copy the Baltimore chained certificate into a text editor such as notepad and save as baltimore.txt. Copy your web server certificate into a text editor such as notepad and save as yourdomain.txt.

**Your ChainedSSL certificate is a chained root SSL certificate and will require you to install BOTH the webserver certificate and a chained root referred to as the Baltimore chained certificate.**

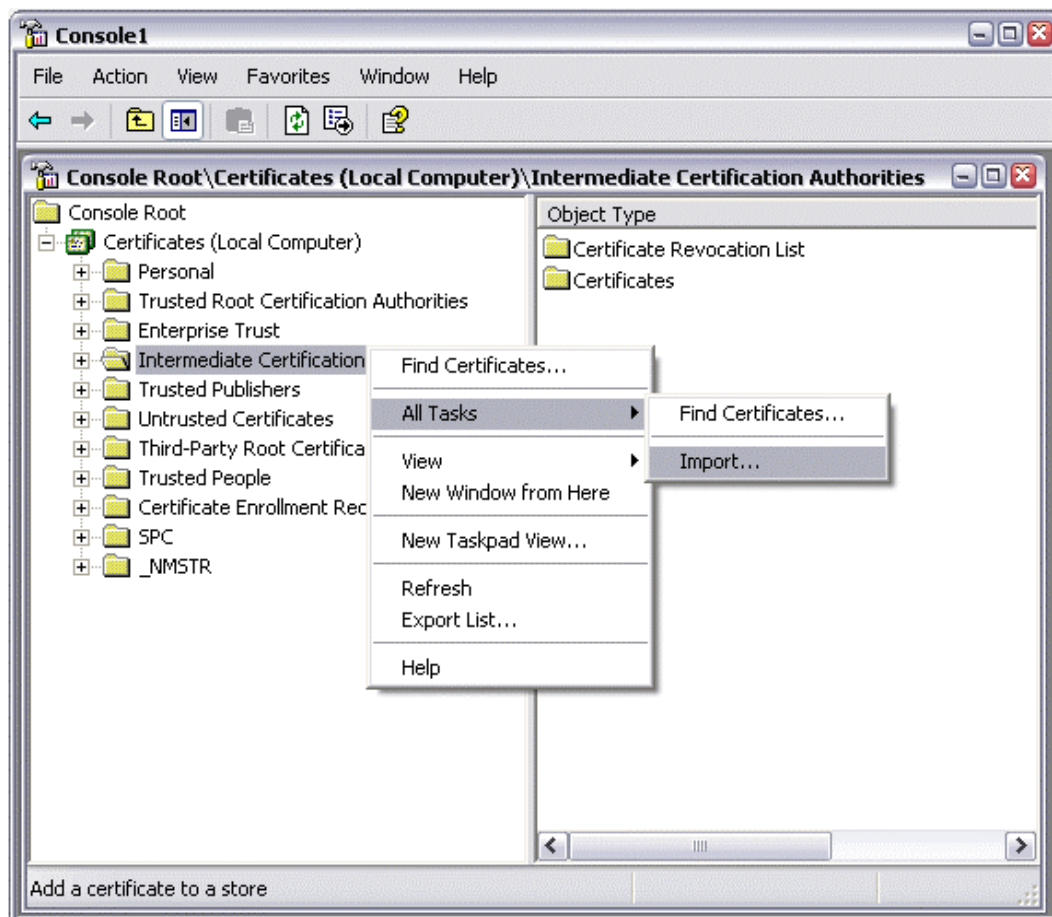
**Firstly, install the Baltimore chained certificate as follows:**

On your webserver open by the Certificates snap-in on the MMC:

- Click the **Start Button** then select **Run** and type **mmc**
- Click **File** and select **Add/Remove Snap in**
- Select **Add**, select **Certificates** from the **Add Standalone Snap-in** box and click **Add**
- Select **Computer Account** and click **Finish**
- Close the **Add Standalone Snap-in** box, click **OK** in the **Add/Remove Snap-in**

Return to the MMC:

- Expand the Certificates entry in the MMC and right click the **Intermediate Certification Authorities**, select **All Tasks**, select **Import**.

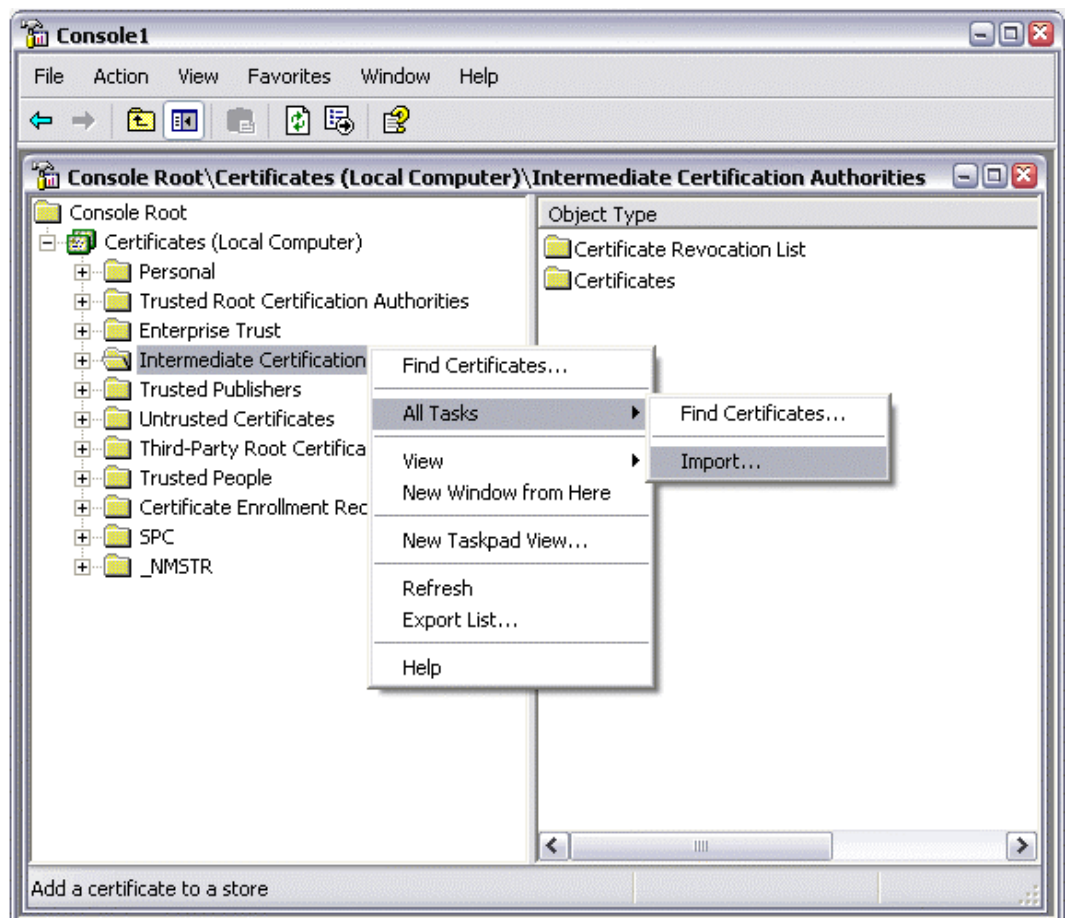




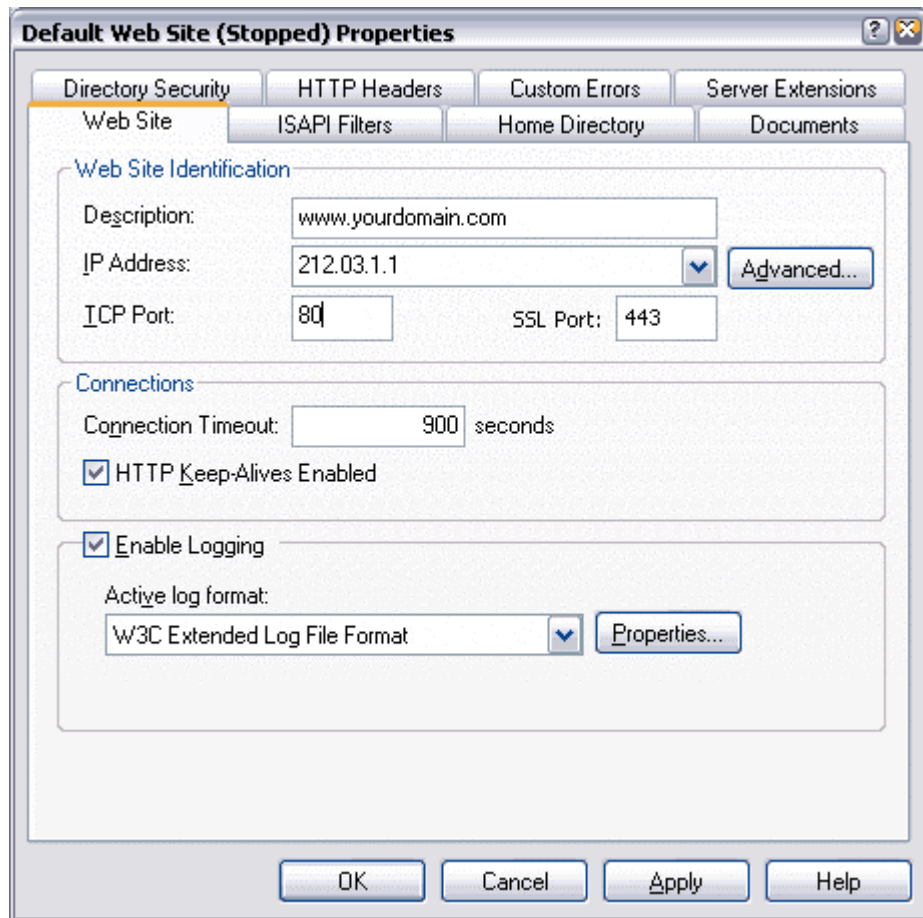
- Complete the import wizard, locating the Baltimore chained certificate when prompted for the Certificate file to import.
- Ensure that the Baltimore chained certificate (ChainedSSL CA) appears under Intermediate Certification Authorities

### Secondly, install your web server certificate:

- Start IIS and right click **Default Web Site** and select **Properties** from the menu.


























- When the **Properties** appear, click on the **Directory Security** tab.
- Click on **Server Certificate** and follow the on screen wizard:
  - Ensure that you select **Process the pending request** and install the certificate. Click **Next**.
  - Review the summary screen and ensure that you are processing the correct certificate. Click **Next**.
  - Click **Next** on the confirmation screen.
- Make sure that you have assigned **Port 443** as the SSL port for you site. To do this, right click **Properties** for your website and make sure that 443 has been entered into the SSL port box:



Test your certificate by connecting to your server. Use the https protocol directive (e.g. https://your server/) to indicate you wish to use secure HTTP. The padlock icon on your Web browser will be displayed in the locked position if you have set up your site properly.

**You must restart your physical machine for the install to be completed.**

**APPENDIX – Compare Certification Authorities**

	SSL Certificate Product Name	Price (US\$)	WebTrust compliant	Single Cert Install	Acceptable for commercial sites	Suitable for	Root Certificate Ownership	Issuance Speed	Validation Process	Encryption Strength	Support	CA Operations Housed in which country
	Commerce Site	1395		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	40 / 128 bit	Tel, web, email	
	Secure Site	895		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	40 / 128 bit	Tel, web, email	
	QuickSSL	149		✓	✓	Enterprise & SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	QuickSSL Premium	199		✓	✓	Enterprise & SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	True Business ID	249		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
 A Verisign Company	Web Server	200		✓	✓	SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	SSL Server	349		✓	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	Webserver	149		✗	✓	Enterprise & SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	Secure Site	149		✗	✓	SMB	Owns root	2 working days	Manual	128 bit	Tel, web, email	
	SSL Certificate	38		✓	✗	SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	
	InstantSSL†	49		✗	✓	SMB	Relies on Baltimore root	2 working days	Manual	128 bit	Web, email	
	ChainedSSL†	35		✗	✓	SMB	Relies on Baltimore root	10 minutes	Automated	128 bit	Tel, web, email	
	FreeSSL	35		✓	✗	SMB	Owns root	10 minutes	Automated	128 bit	Tel, web, email	

†Comodo's InstantSSL products and FreeSSL.com's ChainedSSL product are chained to the Baltimore root (known as the GTE CyberTrust root). This means that Baltimore has issued "intermediate" certificates to both Comodo and FreeSSL.com in order for their issued certificates to be recognized by browsers.

This means that the InstantSSL product range and the ChainedSSL product have the same browser acceptance rates. Neither Comodo nor FreeSSL.com own the Baltimore root CA certificate used to issue the intermediate certificate.

**SMB = Small to Medium Businesses**