

thawte's Renewal Process:

SSL123

Should you require any assistance, please contact the Retail Renewals Team at:

E-mail:	retail-renew@thawte.com
Tel:	+27 21 937 8964
Fax:	+27 21 937 8967
Real-time Assistance:	http://www.thawte.com/popups/chat/chat_renew.html

There is no penalty for renewing early, therefore we recommend starting the renewal process up to 90 days before expiry. Please note that your certificate will only be issued 32 days prior to the original expiry date. Any remaining time left on your existing certificate will be added to your renewed certificate.

Important Note

Please ensure the Authorizing contact you specify during the renewal process is able to confirm the order. The Authorizing contact must be available to approve the order to ensure that the certificate is issued in the fastest possible time.

Check if you can renew:

The following table illustrates under which circumstances renewal will be possible, and what course of action to take:

If the following information is unclear, please see our contact details at the top of the page. For real-time assistance, log on to our live chat at the following link:

http://www.thawte.com/popups/chat/chat_renew.html

	Renew	Free Reissue and then Renew
If Nothing has changed	X	
If your Contacts have changed (Authorizing, Technical and Billing)	X	
If your hosting company or ISP changes	X	
If your Web Server Software has changed	X	
If your existing Private Key has been lost or compromised (Please see below for more details)*	X	X
If your Domain Name (Host Name) has changed (e.g. www.thawte.com to secure.thawte.com)		X

To immediately start the renewal process, please go to: www.thawte.com/renew

To start the reissue procedure, please go to: www.thawte.com/reissue

* Do I need to reissue and renew or just renew if I have lost or compromised my private key?

First you will need to determine whether you require a new Certificate Signing Request (CSR) and whether your current CSR is re-signable at:

<http://search.thawte.com/thawte/solution.jsp?id=vs10879>

1. If you have a re-signable CSR you will need to reissue your current certificate and then renew.
2. If you have a non re-signable CSR and are more than 90 days before your current certificate expiration date you will again need to reissue and then renew.
3. If you have a non re-signable CSR and are less than 90 days before your current certificate expiration date you will be able to simply renew.

Before renewing:

Please check whether you require a new Certificate Signing Request (CSR) or whether your current CSR is re-signable at:

<http://search.thawte.com/thawte/solution.jsp?id=vs10879>

Your renewal CSR must be generated off the server that hosts your website. If a third party currently hosts your site, please contact them in order to initiate the process.

If you do require a renewal CSR, please see the links below for more information on generating your CSR for your particular software platform:

Please note that we strongly recommend generating a 1024-bit key for added security:

To generate a renewal CSR for IIS 5.0, go to the following link:

<http://search.thawte.com/thawte/solution.jsp?id=vs11189>

To generate a renewal CSR for IIS 4.0, go to the following link:

<http://search.thawte.com/thawte/solution.jsp?id=vs3970>

To generate a CSR for all other platforms, go to the following link:

<https://www.thawte.com/support/keygen/index.html>

The online renewal:

The following steps outline the renewal process. We suggest printing the guide for reference as you go through the process: To start the online renewal process, please go to: www.thawte.com/renew

1. Choose your certificate type:

You will need to select SSL123 if this is the product you intend to renew and 'click here to renew'.

For instructions on how to renew one of thawte's fully authenticated certificates please go to: http://www.thawte.com/guides/pdf/renewal_sum_eng.pdf

2. Enter your order number and password:

Enter your Order Number (e.g. CATEST1234) and your password to start the renewal process.

If you do not remember your order number or password, please contact us at: retail-renew@thawte.com or you may use our online chat facility on www.thawte.com/renew

3. Configure your enrollment – Renewal Page 1

- A. Confirm current certificate details
- B. Submit CSR (If required)
 - If a renewal CSR is required: Paste the CSR in the text box provided (please include the full begin and end line) and continue.
 - If your CSR is resignable: Simply continue.

- C. Please confirm your enrollment selection.
- Choose your desired lifespan of your renewal
 - We would strongly recommend that you take advantage of our two-year SSL123 certificate. This will save you the time and effort of having to renew annually, as well as save you money.
- D. Select additional licenses.
- Additional licenses may be requested for users who wish to secure multiple servers for load balancing and clustering. This option should only be used if all of your servers have the same domain name and software installed on each server to be licensed.
- E. Select Web Server Software
Can be changed upon renewal.
- F. Currency to be quoted.
An online invoice will be available via the status page in your chosen currency.
Follow this link to go to the status page:
<https://www.thawte.com/cgi/server/status.exe>
- G. Provide Payment Information.
- Please note that we only accept credit card payments: Visa, MasterCard, American Express, Discover Financial Services.
- H. Confirm Contact details.
- You will now be asked to confirm or update the contact details for your renewal.
 - The Authorizing contact you select will be required to approve the order before the certificate can be issued. The Authorizing contact is required to be contactable either via:
 - An e-mail contact listed in an accredited Registrar for the domain for which the certificate is being requested
 - OR
 - A predetermined e-mail alias at the domain for which the certificate is being requested
 - Please note that if you select the Billing contact to be the same as the Corporate or Technical contact, you need to leave the Billing contact blank.

4: Confirm your account - Renewal Page 2

- A. Enrollment confirmation
- B. Subscriber agreement
 - Lastly, you will need to read the subscriber agreement and click accept. If you do not accept, we will not be able to issue your renewal.

5: Complete your enrollment - Renewal Page 3

Online renewal completed:

Your new order number will appear on the screen. Please make a note of it.

To check the status of the renewal, please refer to your status page at the following link: <https://www.thawte.com/cgi/server/status.exe>

Once the certificate has been issued an e-mail will be sent to your Technical contact to confirm that your certificate is available for installation. Your certificate will be available from the following link: <https://www.thawte.com/cgi/server/status.exe>

Please note:

- To access this page you will be required to enter your renewal order number and password
- If you are hosted, your hosting company would need to install your certificate.

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