

## How to Reissue / Replace?

Sometimes you may need to Replace / Reissue your web server certificate due to a technical issue, a special circumstance, or you have an environment where you need to use multiple keypairs. A Replace / Reissue of your web server certificate will not void your previously issued certificate on the order nor extend its validity.

If you need to revoke a certificate due to a key compromise then please submit a Revocation Request under **Manage Order(s) > Revoke Certificate** within your SSL Partner Center.

**Note:** You will be required to Submit a CSR for this replacement. Instructions on CSR generation can be found here if necessary. [CSR Generation Instructions \(All Systems\)](#)

**Note:** When generating your new CSR to perform this replacement the information on the CSR such as the Common Name (CN) must be the same as the original certificate on the order.

- Typically a replacement of a certificate may take up to a couple of hours depending on the level of its verification for the new one to be reissued.
- The Reissue option can always be found under Certificate Options when looking at the details of your certificate order.

There are two options you can Reissue your Webserver certificate. To Reissue your certificate choose from one of the following options.

### **Option 1: Through Manage Order(s) Reissue / Replace option:**

1. On the left pane under Dashboard click **Manage Order(s)**.
2. Click **Replace / Re-Issue Certificate**.
3. Under Search by Common Name specify the Common Name for the order/certificate in question.

4. Click **Submit**.

The image shows a web dashboard interface. On the left is a dark blue sidebar with a 'Dashboard' header and a gear icon. Below it are several menu items: 'Process: New Certificate / Renewal', 'Manage Order(s) ▾', 'Replace / Re-Issue Certificate', 'View Certificate Information', 'Download Certificate', 'Revoke Certificate', 'Cancel Certificate', and 'Reports ▾'. The 'Manage Order(s) ▾' and 'Replace / Re-Issue Certificate' items are highlighted with red boxes. To the right of the sidebar is a white search form titled 'Search By Common Name'. The form contains the text 'Fill in the common name to begin.', a label 'Enter the Common Name' next to an empty text input field, and an orange 'SUBMIT' button below the input field.

5. A list of orders with the common name will appear. Click the order number for the certificate you would like to perform the reissue for.
6. Under the Certificate Options tab, click on **Reissue** to initiate the replace process.

**Option 2: Through reports:**

1. On the left pane under Dashboard, Click on **Reports**.
2. Under reports you will find the following:
  - **Search by OrderID.**  
Searches an order based on order number.  
**Note:** Searches by order number will automatically bring up its order details.
  - **Search By Common Name.**  
Searches an order based on common name.
  - **Advanced Search.**  
Search from a variety of criteria.
3. Specify the required information to get your order.
4. Once you have found your order click on its order ID to pull up its details,
5. Click **Certificate Options**.
6. Click **Reissue** to initiate the replace Wizard.

**Step by Step Process on Reissuing Your SSL Certificate Order:**

1. Under CSR info, Copy and Paste the contents of your CSR into the CSR field provided.

2. Click **Continue**.

CSR INFO   CSR CHECK   CONFIRM

**Provide your CSR details**

After generating your server's Certificate Signing Request(CSR), paste the CSR in the below.  
Please make sure that it contains the complete header and footer  
---BEGIN NEW CERTIFICATE REQUEST--- and ---END NEW CERTIFICATE REQUEST--- lines exactly

CSR\*

Encryption Algorithm\*   SHA-256 with RSA or DSA and

CANCEL   CONTINUE

3. The system will check to insure that you are submitting a valid CSR.

4. Under Check CSR, you will see the information that the system has pulled from the CSR you have provided.

**Note:** If The CSR Common Name does not match to that on the order you will have to regenerate a new CSR so that the information is the same.

5. Click the **Send Reissue Email To** drop down, and select one of the options provided.

6. Click **Continue**.

CSR INFO   **CSR CHECK**   CONFIRM

CSR Details:

Common Name :	test.acmetek.com
Organization :	Acmetek
Organization Unit :	IT
Country :	US

Send Reissue email to\*   TechContact@domain.com

BACK   CONTINUE

7. In the last Step of the replacement you will be able to confirm the replacement details. Depending on your certificate product you may have options to make edits to SANS.

8. Click **Submit**.

CSR Details	Field	Value
	CSR Domain	test.acmetek.com
	Server Type	
	Encryption	SHA-256 with RSA or DSA and SHA-1 root
	Additional Domains	
	Send Reissue email to	TechContact@domain.com

By placing this order, you agree to this [USER AGREEMENT](#)

[Edit](#)

[BACK](#) [SUBMIT](#)

You will receive confirmation that your Reissue request has been Submitted Successfully. You will be then sent back to the Certificate Info portion of the order and will see Certificate Status: Pending Reissue.

### What Happens Now?

After submission you will receive a confirmation message that your Request for the reissue has been placed. You can then view the order details and status within the portal.

Typically a replacement of a certificate may take up to a couple of hours depending on the level of its verification for the new one to be reissued.

After the reissue is complete the selected contact will receive a notification email that the replacement order has been issued. This will contain the certificate that you can then install on the system where the CSR was generated. Likewise you can pick up your NEW Reissued certificate within your SSL Partner Center under the orders **Download Certificate** option once the status has gone from **Pending Reissue** to **Active**.

The Start Date of the Order Info will be older than the Certificate Info of a reissued certificate.

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### If you have any questions, please feel free to contact us.

Our SSL Solution specialists can evaluate your website, email servers, internal servers and tell you how to effectively manage SSL needs.

Within your SSL Partner Center Dashboard, click **Support > Submit a Ticket**.

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