SSL Partner Center
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Actions Required Reissue(s) -

How to reissue orders affected by the Google Reissue.

Sometimes you may need to Replace / ReIssue your WebServer certificate due to a technical issue, a special circumstance, or in this case a requirement due to industry standards. A Replace / Reissue of your Web server certificate will not void your previously issued certificate on the order nor extend its validity. *Think of it this way... After the reissue is performed you will have two certificates with the same expiration date, but with different start dates.*

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.

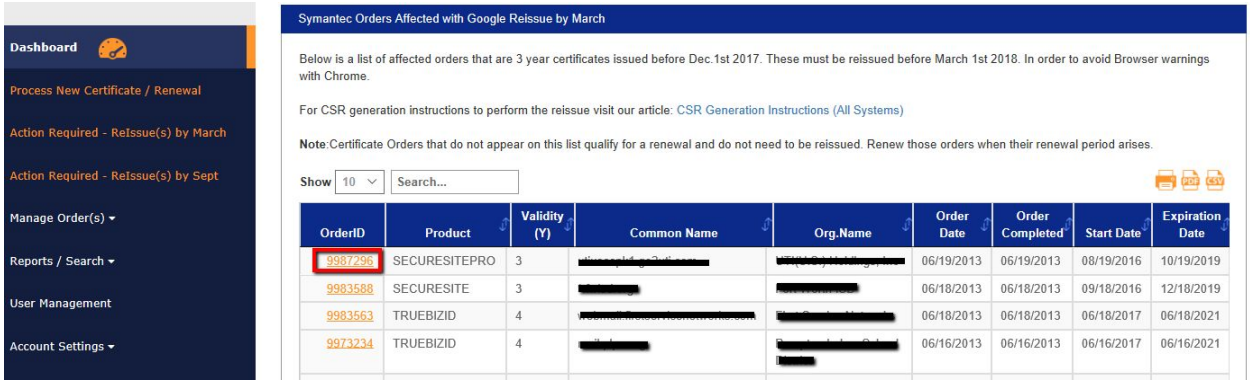
Note: You will be required to Submit a CSR for this replacement. Instructions on CSR generation can be found here if necessary. CSR Generation Instructions (All Systems)
Note: When generating your new CSR to perform this replacement the information on the CSR such as the Common Name (CN) must be the same as the original certificate that was issued on the order.

- Reissues typically can take up to a couple of hours to be reissued if all the information matches up.
  Note: That due to the Symantec Authentication migration to Digicert some SSL Certificates may need to be re-authenticated. After the SSL Certificate has been re-authenticated into the new Digicert Auth system reissues will be faster.
- The Reissue option can always be found under **Certificate Options** when looking at the details of your certificate order.

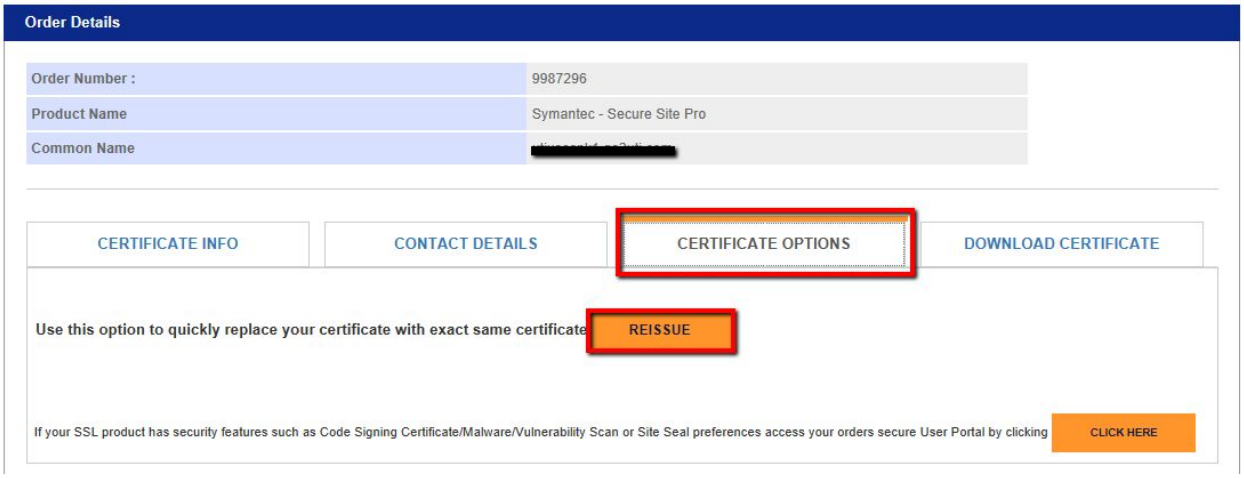
To Reissue your SSL Certificate order due to the Google Reissue perform the following:

1. Log into your SSL Partner Center by visiting https://www.sslpartnercenter.com

2. Under your Dashboard click **Actions Required - ReIssue(s) by March** or **Actions Required - ReIssue(s) by Sept.**
3. You will see a list of affected orders that will require a reissue.
4. Click an SSL Certificate Order ID to get information related to that order.



5. Within the SSL Certificate Order details click **Certificate Options.**
6. Click Reissue.

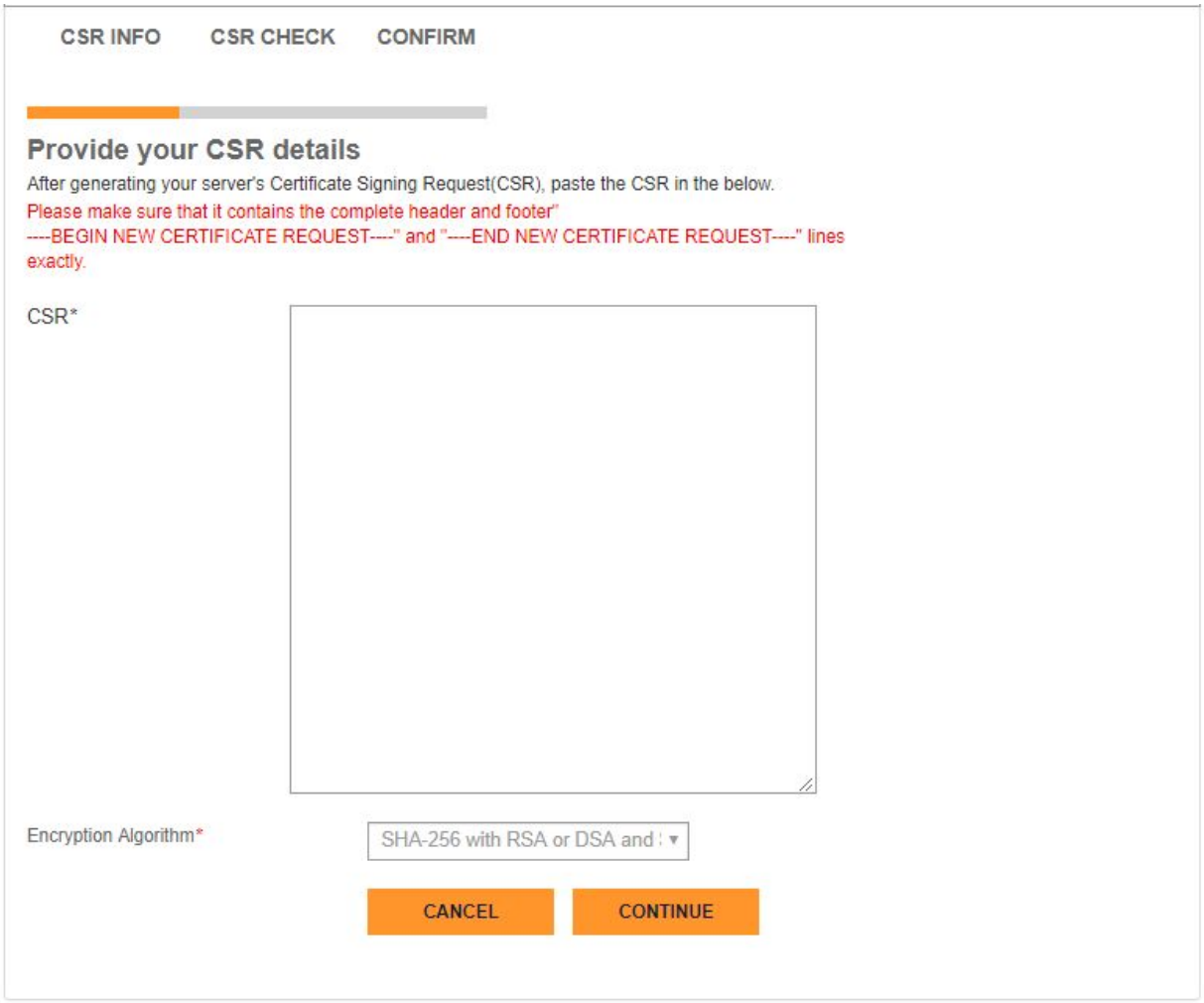


7. Follow the step by step process on Reissuing your Certificate Order.

Step by step process on Reissuing your Certificate Order:

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

2. Click **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.

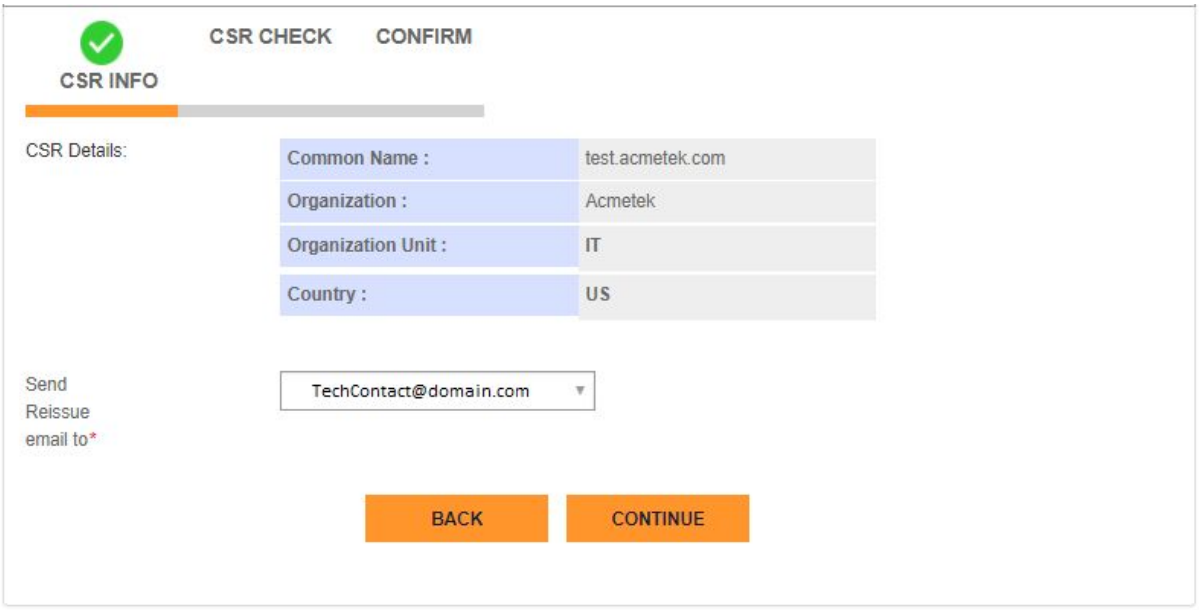
   Note: If The CSR Common Name does not match to that on the order you will have to regenerate a new CSR so that the information is the same.

5. From the Send Reissue Email drop down, select one of the options provided.

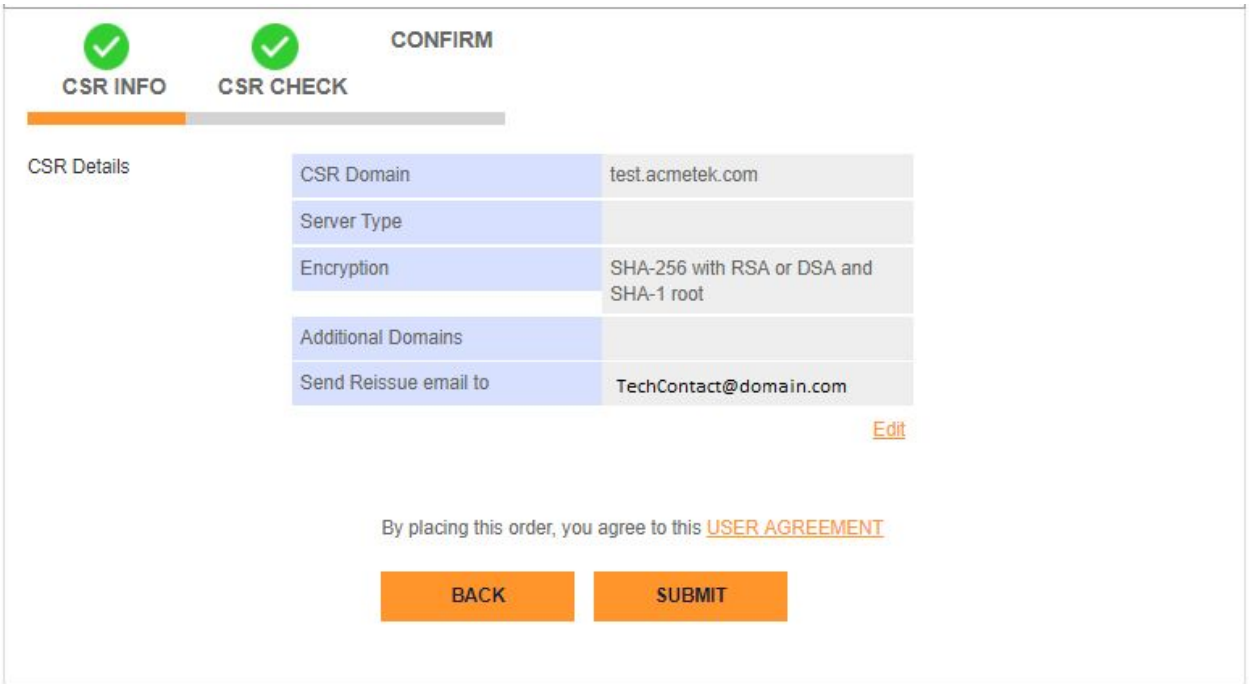
   Note: After the reissue is complete the selected contact will receive a notification email that the replacement order has been issued. This will contain the Certificate. Likewise you can pick up your NEW Reissued certificate within your ssl partner center under the orders **Download Certificate** option once the status

has gone from **Pending Reissue** to **Active**.

6. Click **Continue.**



7. In the last Step of the replacement you will be able to Confirm the replacement details. Depending on the type of certificate you will be able to make edits to SANS and such.
8. Click **Submit.**



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

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.
Note: That due to the Symantec Authentication migration to Digicert some SSL Certificates may need to be re-authenticated.

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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.**