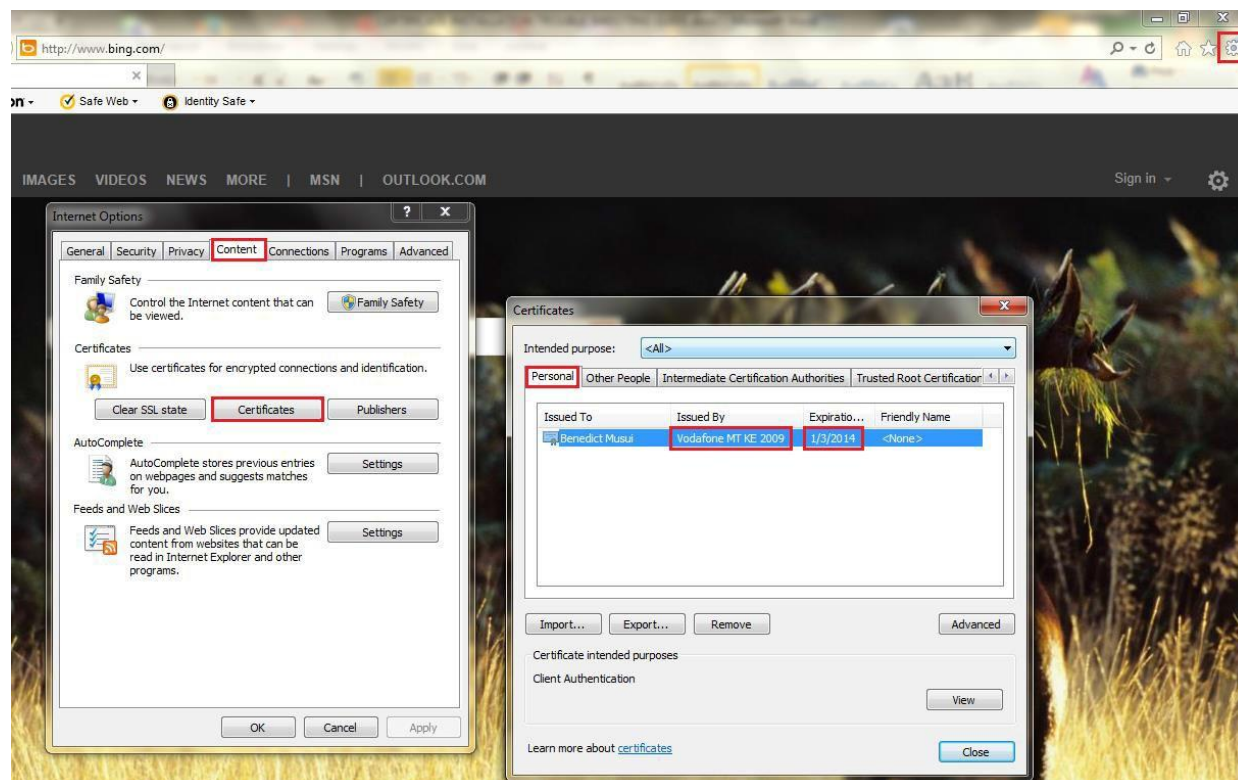


1 INSTALLATION TROUBLE SHOOTING GUIDE FOR M-PESA CERTIFICATE

You can check if a certificate has been installed and whether the validity period is current or expired. The Certificate request can only be done through Internet Explorer and as such;

Go to Tools> Internet Options>Content> Certificates

☛ Check whether the Certificate appears under Personal tab.

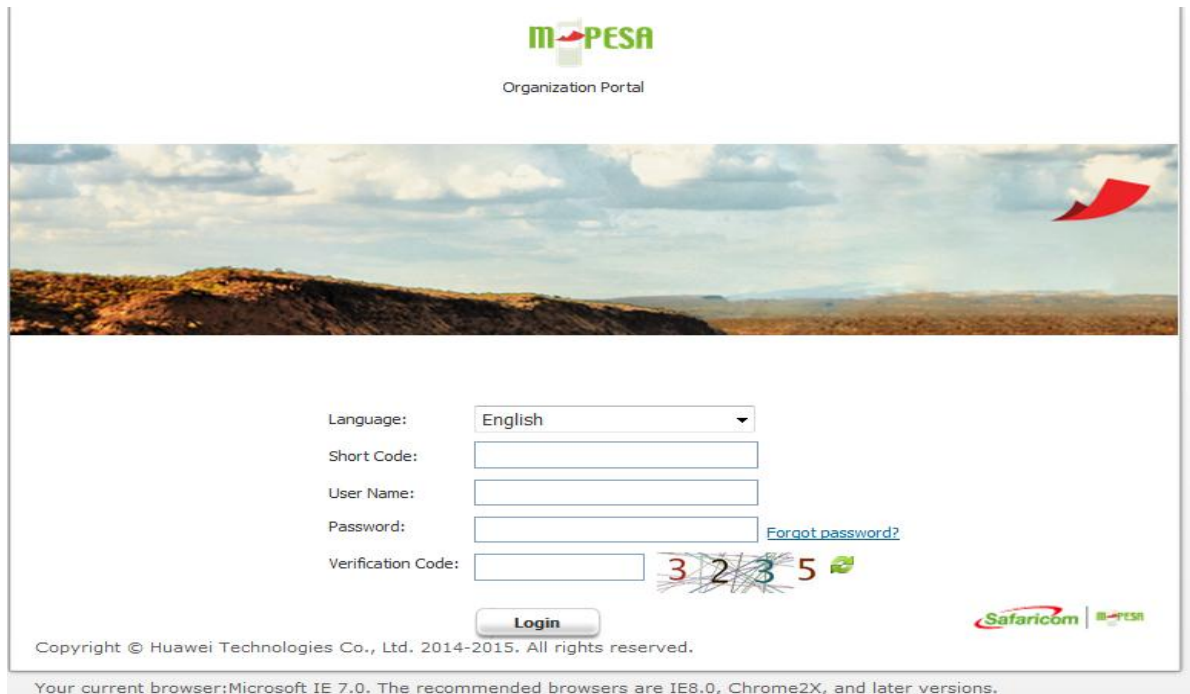


- ☛ You will need to apply for a certificate in order to access the M-PESA system if the certificate does not appear under Personal tab or has expired.
- ☛ **Certificate is valid for two (2) years from date of Installation.**

2 Logging in to the M-PESA Portal

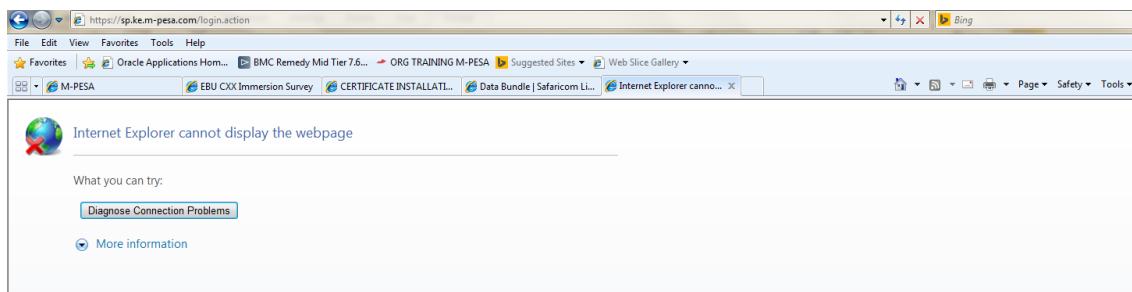
If certificate is available, you can access M-PESA System URL <https://org.ke.m-pesa.com/> by using any version of Internet explorer, Google Chrome as well as Opera Mini.

The M-PESA system URL should direct you to the online M-PESA system if the certificate is installed and valid for page below to appear.

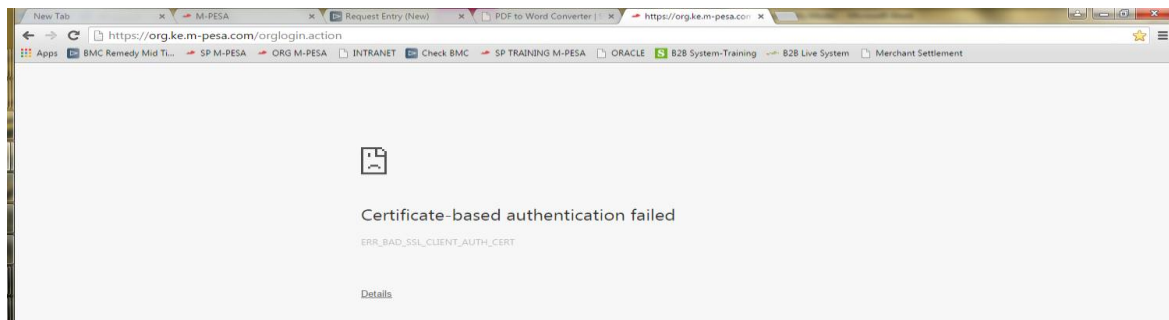


If the certificate is missing from Personal or has expired, you will get the error below.

Error on Internet Explorer if Certificate is not available



Error on Google Chrome if Certificate is not available



3. How to request for a certificate:

Login to the certificate site through the following URL using Internet Explorer:

<https://vmtke.ca.vodafone.com/certsrv/>

Username: **kecertenroll**

Password: (Changes every week on Monday)

If you are not able to login to the certificate site:

- ✚ Check to ensure that you have the correct credentials of the week.
- ✚ Copy and paste the password in the password field instead of typing it.
- ✚ If you are not able to login using the default account, select use another account
- ✚ Copy and paste the username and password instead of typing them.
- ✚ Check to ensure that you have not copied any spaces before or after the username and password
- ✚ The site may lock intermittently at times. Retry after 10-15 minutes if you are unable to login after taking all of the above into account.

Once you login successfully you will be able to submit a certificate request.

4 Sample of errors on Internet Explorer upon successful login to certificate site

a) Browser Compatibility error: -

Occurs if using IE version above 8, that is IE9, IE10 and IE11, you may encounter a page as below



Click on the compatibility view icon in case you get the above error. You will resolve this warning for in order for the site to allow you to submit a request.

b) The Submit Button Is greyed out thus not allowing you to submit.

The screenshot shows a web browser window with the URL <https://vmtke.ca.vodafone.com/certsrv/>. The page title is "Vodafone MT KE 2009 - Certification Authority". The main heading is "SSL Client Certificate Request". There are two sections: "Check Existing Request:" with a link "View the status of a pending certificate request", and "Submit New Request:" with input fields for "Name:", "E-Mail:", "Company:", and "Department: VMTKE". A "Submit >" button is present at the bottom of the form, which is greyed out.

c) **HTTPS AUTHENTICATION ERROR.**

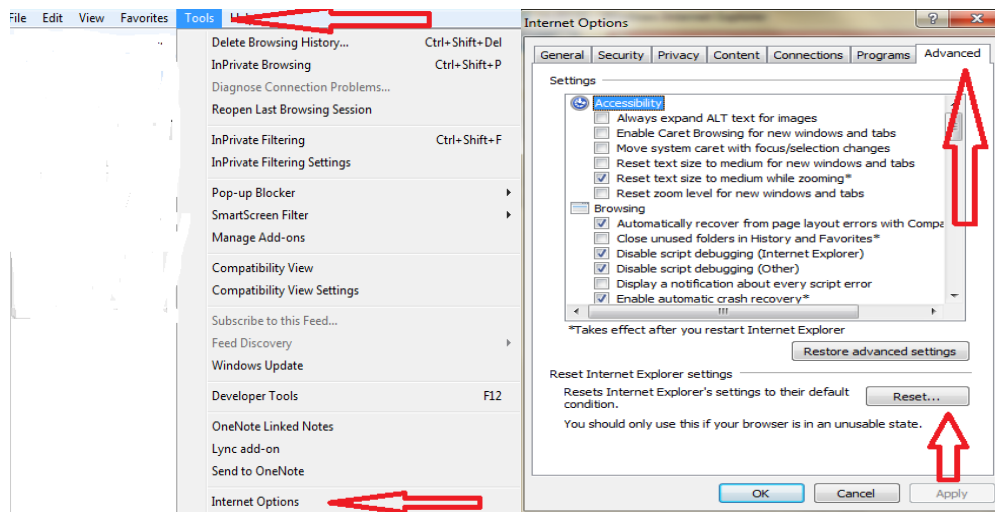
From your Internet explorer browser, Go to Tools> Internet Options>Security> Custom Level and Activate as below

The screenshot shows the same web browser window as in the previous image. A message box titled "Message from webpage" is displayed in the foreground. The message box contains a yellow warning icon and the text: "In order to complete certificate enrollment, the Web site for the CA must be configured to use HTTPS authentication." The "OK" button is visible at the bottom right of the message box.

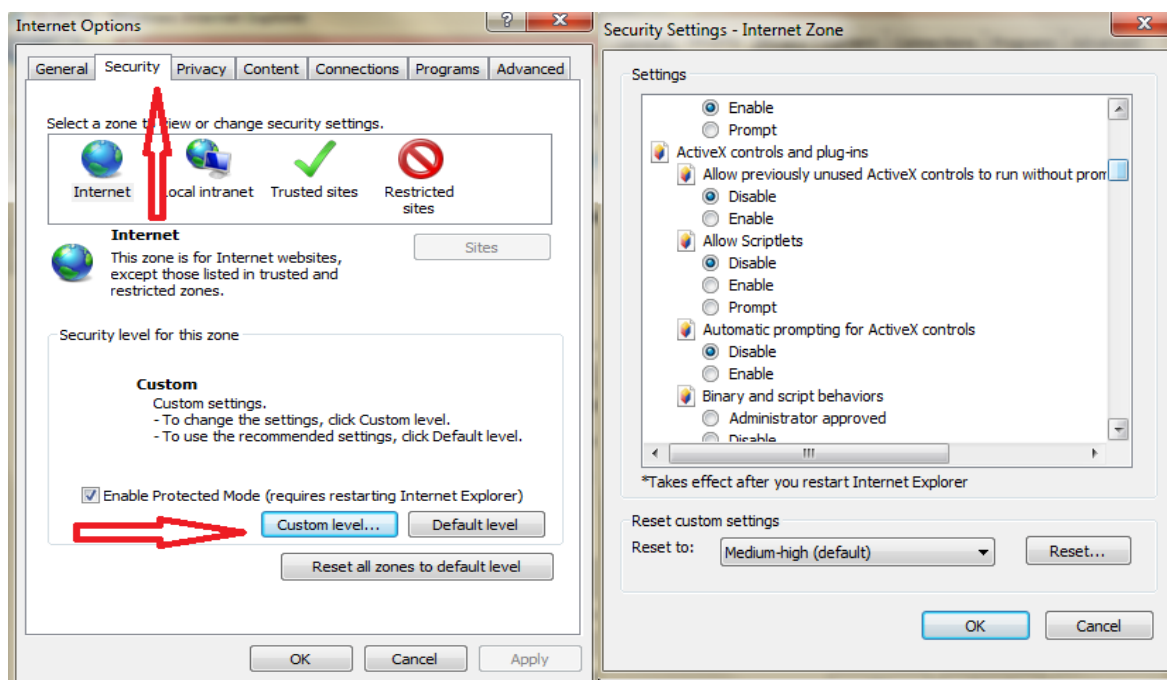
You can resolve by errors (b) and (c) above by using either of the two Options below.

i) **Reset the Internet explorer browser.**

Go to Tools> Internet Options>Advanced and Click Reset

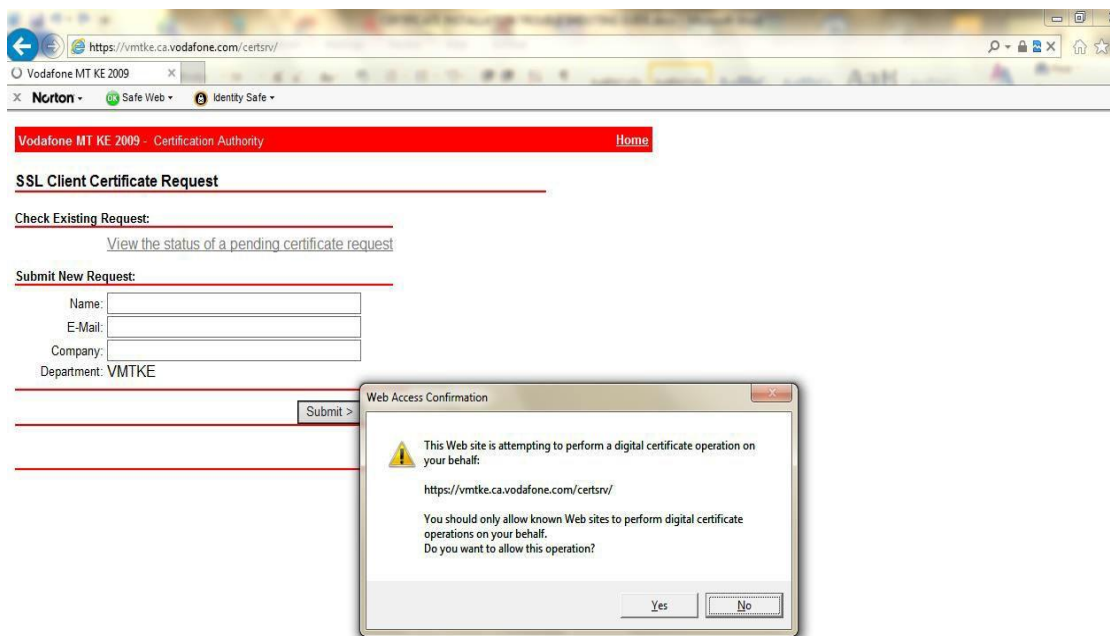


ii) **Optimize your browser settings.** From your Internet Explorer browser. Go to Tools> Internet Options>Security> Custom Level and Activate as below



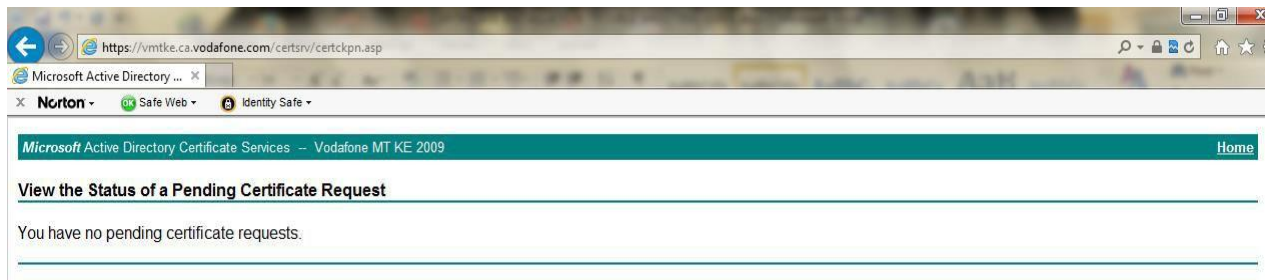
- Scroll down to ActiveX controls and plug-ins. Under here you will find;
- Allow previously unused ActiveX controls to run without prompt [Select: Enable]
 - Allow Scriptlets [Select: Enable]
 - Automatic prompting for ActiveX controls [Select: Enable]
 - Binary and script behaviors [Select: Enable]
 - Display video and animation on a webpage that does not use external media player [Select: Enable]
 - Download signed ActiveX controls [Select: Prompt]
 - Download unsigned ActiveX controls [Select: Prompt]
 - Initialize and script ActiveX controls not marked as safe for scripting [Select: Prompt]
 - Only allow approved domains to use ActiveX without prompt [Select: Enable]
 - Run ActiveX controls and plug-ins [Select: Enable]
 - Script ActiveX controls marked safe for scripting* [Select: Enable] ☐ Downloads
 - Automatic prompting for file downloads [Select: Enable]
 - File download [Select: Enable]
 - Font download [Select: Enable]
 - ☐ Click Apply and then OK

The page will refresh and allow you to Proceed by clicking on YES as below.



d) **Certificate request keeps disappearing:**

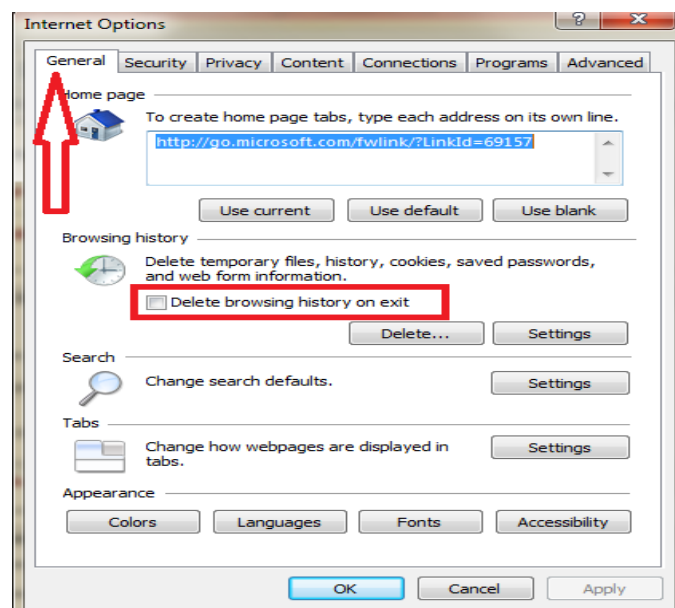
You keep on getting a message that you do not have any pending certificate requests after successful submissions.



i) From your Internet Explorer browser. Go to Tools> Internet Options>General>.

Ensure that you uncheck/remove the tick in the “Delete browsing history on exit”

If the tick remains, it automatically cancels the browsing history including the certificate requests' that have previously been made.



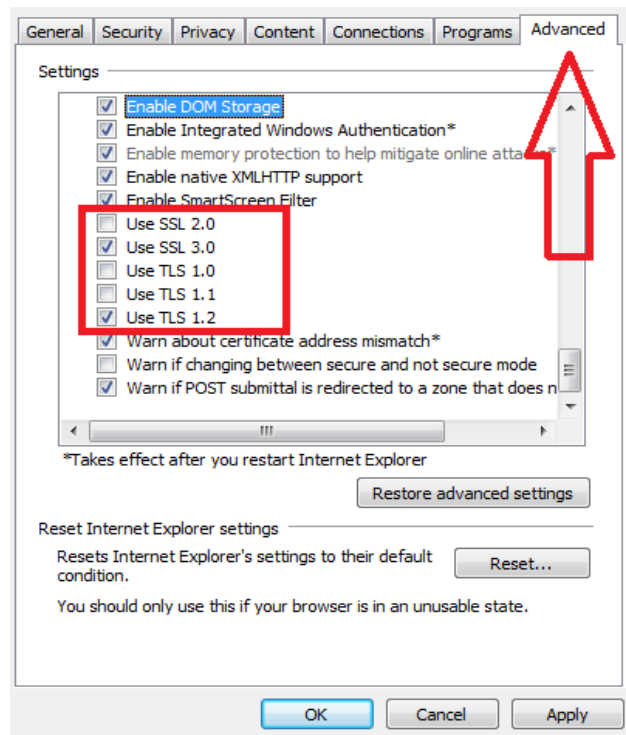
e) Certificate is installed but you get an error Internet Explorer Cannot display the web page:

Enable TLS/SSL

Go to Tools> Internet Options>Advanced and Ensure that you uncheck TLS 1.0 AND check TLS 1.2

CLICK APPLY, OK AND REFRESH THE PAGE TO RETRY.

Check to ensure that you are connected to the internet. Test whether you are able to access any other sites. Example: www.google.com



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