Below are general steps to procure and install the certificate. Please request them to read and follow each step carefully. The most common issues partner face is not following step 5 correctly. There are no changes needed at WU end for the connectivity to work. WU has no knowledge about their environment, hence it is not possible for WU to find the cause of the issue.

1. Create a CSR. You can follow one of the following guides:
   1. <https://support.comodo.com/index.php?/comodo/Knowledgebase/List/Index/19/csr-generation>
   2. <https://www.digicert.com/csr-creation.htm>
2. Get access to Sectigo portal: <https://hard.cert-manager.com/customer/westernunion/ssl?action=enroll> (If you do not have account or lost your access code please contact Cyber Fusion Center <[CyberFusionCenter@westernunion.com](mailto:CyberFusionCenter@westernunion.com)>).
3. Request for a new certificate on COMODO/Sectigo portal.
4. You will receive the new certificate from Sectigo auto generated email, once Cyber Fusion Center approves the certificate request.
5. You need to install the certificate along with the key (created in step 1) at the same place where it is installed currently. Please remember to take necessary backup, which will help in roll back if required.
6. The old certificate has to be removed.
7. Make sure LATEST COMODO/Sectigo root and intermediates are installed correctly in the trust store. Please refer below links to download Sectigo root and intermediate certificates.
8. Restart the service connecting to WU gateway for the new certificate to come into play.
9. Capture network packets to confirm new certificate are being used for connectivity.

Below are links to download COMODO/Sectigo root and intermediate certificates:

|  |
| --- |
| Cert Name: Download Link |
| AAA Cert: [https://crt.sh/?d=331986](https://urldefense.proofpoint.com/v2/url?u=https-3A__crt.sh_-3Fd-3D331986&d=DwMGaQ&c=r8e_2craKrV6D47TmKYPXpXJg_yAmgbggEcE6TnkxiU&r=xOCRRalMH6mUd97Hrw5fJsujuA6ut3DIlCWskUWt2Ig&m=WKfK02MhTLMBRhkHgeiBh7K5MiJc434cyBhYcRamJ-g&s=sguasbKSnxodz43hYONZr_kXB-obb-HzS8SMul7htfk&e=) |
| AAA COMODO Cross Sign: [https://crt.sh/?d=2545965608](https://urldefense.proofpoint.com/v2/url?u=https-3A__crt.sh_-3Fd-3D2545965608&d=DwMGaQ&c=r8e_2craKrV6D47TmKYPXpXJg_yAmgbggEcE6TnkxiU&r=xOCRRalMH6mUd97Hrw5fJsujuA6ut3DIlCWskUWt2Ig&m=WKfK02MhTLMBRhkHgeiBh7K5MiJc434cyBhYcRamJ-g&s=YN_0klHc3XKticzbF-_jRVBJl-BspSKaKCtW2ZvbvbE&e=) |
| COMODO Root: [https://crt.sh/?d=1720081](https://urldefense.proofpoint.com/v2/url?u=https-3A__crt.sh_-3Fd-3D1720081&d=DwMGaQ&c=r8e_2craKrV6D47TmKYPXpXJg_yAmgbggEcE6TnkxiU&r=xOCRRalMH6mUd97Hrw5fJsujuA6ut3DIlCWskUWt2Ig&m=WKfK02MhTLMBRhkHgeiBh7K5MiJc434cyBhYcRamJ-g&s=nMA66hPNSpA-csUKzJep5RWa5hOEqnFLcNZHxUNBUkU&e=) |
| COMODO Intermediate: [https://crt.sh/?d=3706739](https://urldefense.proofpoint.com/v2/url?u=https-3A__crt.sh_-3Fd-3D3706739&d=DwMGaQ&c=r8e_2craKrV6D47TmKYPXpXJg_yAmgbggEcE6TnkxiU&r=xOCRRalMH6mUd97Hrw5fJsujuA6ut3DIlCWskUWt2Ig&m=WKfK02MhTLMBRhkHgeiBh7K5MiJc434cyBhYcRamJ-g&s=raQhCdjZISSgyJsuR8V3GkegxGovtD-0Q2XO4a1tyek&e=) |