

Installing a Third Party SSL

What We'll Cover

- Generating a CSR
- Generating and Installing the SSL
- How do I know my SSL is working?

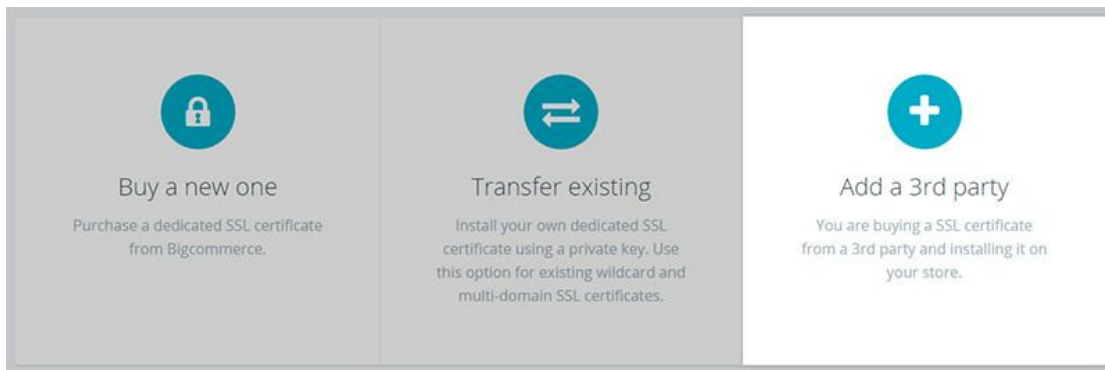
If you are on an Enterprise plan, you can install an SSL from a third party certificate issuer. For a third-party SSL, you will need to generate a CSR (Certificate Signing Request) in Bigcommerce, which will give the SSL provider the necessary information to create a working SSL.

Generating a CSR

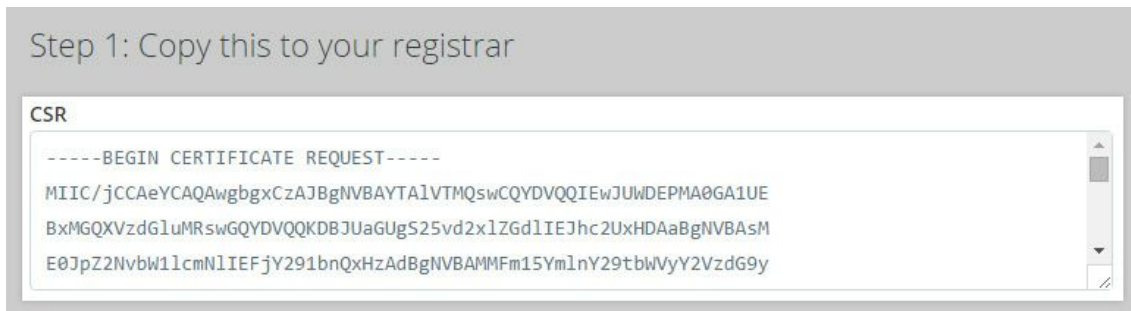
These steps must be completed before generating the SSL from the third-party certificate issuer.

1. Go to **Settings › Server Settings › SSL Certificate**.

2. Click **Add a 3rd party**.



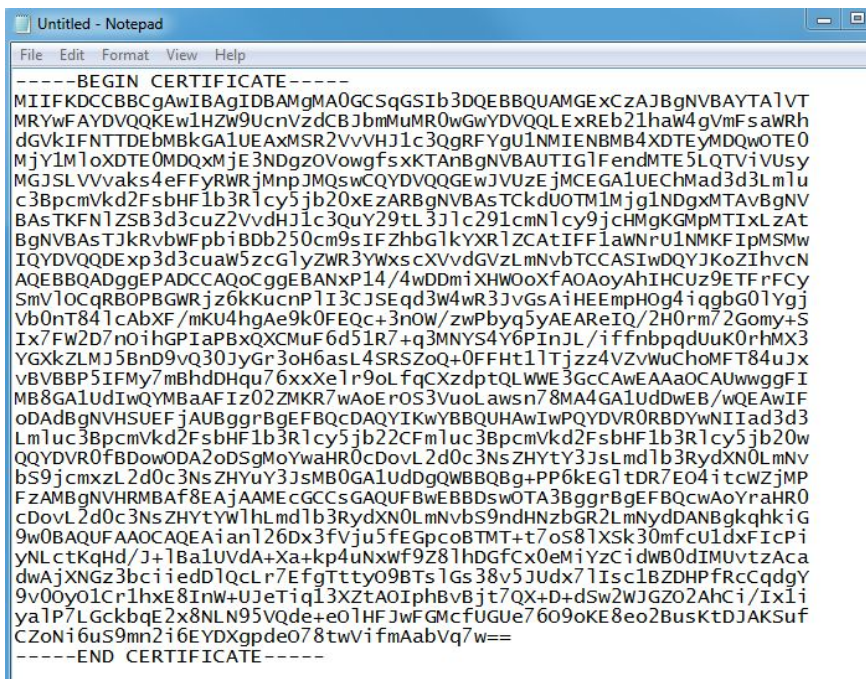
3. Click your cursor into the field labeled **CSR**, then press **Ctrl C** or **Cmd C** on your keyboard to copy the CSR.



Generating and Installing the SSL with your 3rd Party Provider

You can now generate your SSL using the CSR from the previous step. If you've already received your SSL before getting the CSR, reach out to your SSL certificate issuer for guidance on regenerating the SSL.

1. Provide the certificate issuer with the CSR you copied in the previous step.
2. Use the following settings when downloading your SSL certificate:
 - **Server type** - Apache, Apache Mod, or a variation thereof
 - **Hash** - SHA-2 (SHA 256)
3. You will receive two files: the SSL itself and a bundle containing the intermediate certificate. If you received them in a zipped file, extract them before proceeding.
4. Open the certificates using a text editor such as **Notepad** or **TextEdit**. (You may need to open these programs first, then navigate to your certificate files.) Copy the SSL certificate, including the lines that contain **BEGIN CERTIFICATE** and **END CERTIFICATE**.



```
-----BEGIN CERTIFICATE-----
MIIFKDCBBBgAwIBAgIDBAMgMA0GCSqGSIb3DQEBBQUAMGExCzAJBgNVBAYTA1VT
MRYwFAYDVQQKEw1HZW9UcnVzdCBJbmMuMR0wGwYDVQQLExREb21haw4gVmFsaWRh
dGvkIFNTTDEbMBkGA1UEAxMSR2VvVHJlc3QgRFYgu1NMIENBMB4XDTEyMDQwOTE0
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MGJSLVvaks4eFFyRWRJmnpJMQswCQYDVQGEwJVUzEjMCEGA1UEChMad3d3Lm1u
c3Bpcmkvd2FsbHFlb3R1cy5jb20xeEzARBgNVBAsTCkdUOTM1Mjg1NDgxMTAvBgNV
BAsTKFNlZSB3d3cuZ2VvdHJlc3QuY29tL3J1c291cmN1cy9jCHMgKGMpMTIxLzAt
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oDAdBgNVHSEUFGFjAUBggrBgEFBQcDAQYIKwYBBQUHAWIwPQYDVR0RBDYwNIIAd3d3
Lm1uc3Bpcmkvd2FsbHFlb3R1cy5jb20xeEzARBgNVBAsTCkdUOTM1Mjg1NDgxMTAvBgNV
QQYDVROfBD0wODA2oDSgMoYwaHR0cDovL2d0c3NsZHYtY3J1c291cmN1cy9jCHMgKGMpMTIxLzAt
bS9jcmxzL2d0c3NsZHYtY3J1c291cmN1cy9jCHMgKGMpMTIxLzAtBgNVBAsTJkRvbmFpbiBDb250cm9s
FzAMBGMNVHRMBAF8EAJAAMEcGCCsgAQUBwEBBDSwOTA3BggrBgEFBQcwAoYraHR0
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CZoNi6uS9mn2i6YDXgpgde078twifmAAbvq7w==
-----END CERTIFICATE-----
```

5. In the Bigcommerce control panel, go back to **Settings** > **Server Settings** > **SSL Certificate**, then click **Add a 3rd party**.
6. Paste your SSL Certificates into the appropriate fields.
 - **SSL Certificate** — the SSL certificate; it will **not** be labeled **bundle**, **CA**, or **intermediate**

- **Intermediate Certificate** — the SSL certificate that is labeled **bundle**, **CA**, or **intermediate**

7. Click **Install SSL Certificate**.

Step 2: Paste the SSL Certificate details from your registrar here

SSL Certificate

Paste your SSL certificate here

Intermediate Certificate

If provided by registrar

Install SSL Certificate

Your SSL will take approximately 20 minutes to install. After this time, you can use [the tools listed below](#) to verify that it was properly installed.

How do I know my SSL is working?

You can check your SSL using the following tools:

- [SSL Shopper's SSL Checker](#) - this tool will check that your domain is using a properly-installed SSL
- [SSL Shopper's Certificate Decoder](#) - this tool can help you check your SSL's information and expiration date
- [Why No Padlock?](#) - this page checks individual secure URLs and provides specific security errors if it detects any problems. Use a secure URL such as *yourdomain.com/login.php*.

For more guidance on troubleshooting SSL-related errors, see our [SSL troubleshooting guide](#).