

# thawte's Quick Renewal Guide:

SSL Web Server, SGC SuperCert  
and Code Signing Certificates

Should you require any assistance, please contact the **Retail Renewals Team** at:

<b>E-mail:</b>	<a href="mailto:retail-renew@thawte.com">retail-renew@thawte.com</a>
<b>Tel:</b>	+27 21 937 8964
<b>Fax:</b>	+27 21 937 8967
<b>Real-time Assistance:</b>	<a href="http://www.thawte.com/popups/chat/chat_renew.html">http://www.thawte.com/popups/chat/chat_renew.html</a>

There is no penalty for renewing early, therefore we recommend starting the renewal process up to 90 days before expiry. Any remaining time left on your existing certificate will be added to your renewed certificate.

## Important

In order for us to offer you the highest level of authentication, all renewals need to be re-authenticated and will no longer be issued automatically. We may require you to provide documentation to complete the re-authentication procedure. After completing the renewal, please allow time for processing.

### Check if you can renew:

The table on the next page illustrates under which circumstances renewal will be possible, and what course of action to take:

If the information below is unclear, please see our contact details at the top of the page. Or you may use our online chat facility on

[http://www.thawte.com/popups/chat/chat\\_renew.html](http://www.thawte.com/popups/chat/chat_renew.html)  
and we will be more than happy to recommend the best course of action.



	Renew	Free Reissue and then Renew	Purchase a new Certificate
If Nothing has changed	X		
If your Contacts have changed (Authorizing, Technical and Billing)	X		
If your Hosting company or ISP changes	X		
If your Web Server Software has changed	X		
If your Organizational unit changes		X	
If your existing Private Key has been lost or compromised		X	
If your Host Name has changed (i.e. www.thawte.com to secure.thawte.com)		X	
If your Domain* Name (Top Level Domain) has changed (i.e. www.thawte.com to www.adcde.com)			X
If your Company Name has changed			X

\* **thawte** now secures Internationalized Domain Names (IDN's). To change to an IDN **thawte** Certificate you will need to buy a new certificate. Follow this link for the enrolment guide:

[https://www.thawte.com/guides/pdf/enroll\\_sum\\_eng.pdf](https://www.thawte.com/guides/pdf/enroll_sum_eng.pdf)

To immediately start the renewal process, please go to: [www.thawte.com/renew](http://www.thawte.com/renew)

To start the reissue procedure, please go to: [www.thawte.com/reissue](http://www.thawte.com/reissue)

### **Before renewing:**

Please check whether you require a new Certificate Signing Request (CSR) or whether your current CSR is resignable at:

<http://kb.thawte.com/thawte/thawte/esupport.asp?id=vs10879>

Your renewal CSR must be generated off the server that hosts your website. If a third party currently hosts your site, please contact them in order to initiate the process.

If you do require a renewal CSR, please see the links below for more information on generating your CSR for your particular software platform:

### **Please note that we strongly recommend generating a 1024-bit key for added security:**

To generate a renewal CSR for IIS 5.0, go to the following link:

<http://kb.thawte.com/thawte/thawte/esupport.asp?id=vs11189>

To generate a renewal CSR for IIS 4.0, go to the following link:

<http://kb.thawte.com/thawte/thawte/esupport.asp?id=vs3970>

To generate a CSR for all other platforms, go to the following link:

<https://www.thawte.com/support/keygen/index.html>

**The online renewal:**

The following steps outline the renewal process. We suggest printing the guide for reference as you go through the process. To start the online renewal process, please go to: [www.thawte.com/renew](http://www.thawte.com/renew)

**1. Choose your certificate type:**

You will need to select the product you are renewing, either the SSL Web Server certificates, SGC SuperCerts or Code Signing certificates and then click on 'click here to renew'.

**2. Enter your order number and password:**

Enter your Order Number (e.g. CATEST1234) and your password to start the renewal process.

If you do not remember your order number or password, please contact us at: [retail-renew@thawte.com](mailto:retail-renew@thawte.com) or you may use our online chat facility on [http://www.thawte.com/popups/chat/chat\\_renew.html](http://www.thawte.com/popups/chat/chat_renew.html)

### 3. Configure your enrollment – Renewal Page 1

**A. Confirm current certificate details**

**B. Submit CSR (If required)**

- If a renewal CSR is required: Paste the CSR in the text box provided (please include the full begin and end line) and continue.
- If your CSR is resignable: Simply continue.

**C. Please confirm your enrollment selection.**

- Choose your desired life-span for your renewal
- We would strongly recommend that you take advantage of our two-year certificates. This will save you the time and effort of having to renew annually, as well as provide you with an added financial incentive.

**D. Additional licenses.**

- Additional licences may be requested for users who wish to secure multiple servers for load balancing and clustering. This option should only be used if all of your servers have the same domain name and software installed on each server to be licensed.

**E. Web Server Software**

- Can be changed upon renewal.

**F. Currency to be quoted.**

- An online invoice will be available via the status page in your chosen currency. Follow this link to go to the status page:

<https://www.thawte.com/cgi/server/status.exe>

**G. Payment Information.**

Select the payment method of your choice:

- Credit Card
- Cheque by mail
- Swift Transfers

For cheque payments please use the following address:

US, Canada and Latin America: thawte Order Processing  
c/o Accounts Receivable  
487 E. Middlefield Rd.  
Mountain View, CA 94043  
United States

All Others: thawte Order Processing  
c/o Accounts Receivable  
PO Box 2749  
Durbanville 7551  
South Africa

**G. Contact details.**

- You will now be asked to confirm or update the contact details for your renewal.
- Please note that if you select the Billing contact to be the same as the Corporate or Technical contact, you need to leave the Billing contact blank.

## 4. Confirm your account - Renewal Page 2

**A. Enrollment confirmation**

**B. Subscriber agreement**

- Lastly, you will need to read the subscriber agreement and click accept. If you do not accept, we will not be able to issue your renewal.

## 5. Complete your enrollment - Renewal Page 3

### Online renewal completed:

Your new order number will appear on the screen. Please make a note of it.

In order for us to offer you the highest level of authentication during our verification process, all renewals need to be re-authenticated and will no longer be issued automatically. We may require you to provide documentation to complete the re-authentication procedure. After completing the renewal, please allow time for processing.

To check the status of the renewal, please refer to your status page at the following link: <https://www.thawte.com/cgi/server/status.exe>

Once the certificate has been issued an e-mail will be sent to your Technical Contact to confirm that your certificate is available for installation. Your certificate will be available from the following link: <https://www.thawte.com/cgi/server/status.exe>

### Please note:

- To access this page you will be required to enter your renewal order number and password
- If you are hosted, your hosting company would need to install your certificate.

*Should you require any assistance, please contact the **Retail Renewals Team** at:*

**E-mail:** [retail-renew@thawte.com](mailto:retail-renew@thawte.com)

**Tel:** +27 21 937 8964

**Fax:** +27 21 937 8967

**Real-time Assistance:** [http://www.thawte.com/popups/chat/chat\\_renew.html](http://www.thawte.com/popups/chat/chat_renew.html)