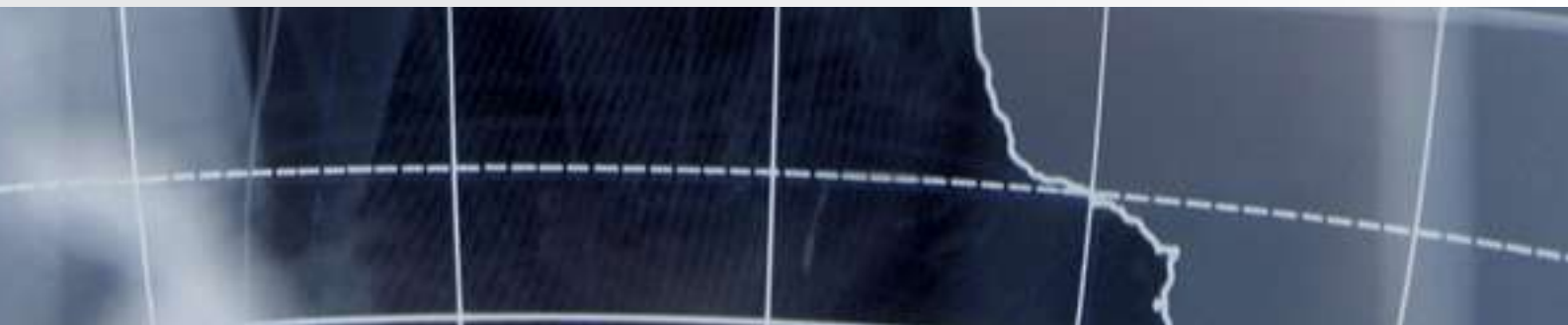




thawte Partner Guide



Section 1: Overview

Welcome to the *thawte*® Partner Program where ISP's, hosting companies, domain registrars and resellers of all sizes have the opportunity create an additional revenue stream.

As a valued partner you have access to highly competitive discounts, state-of-the-art functionality and a powerful API to automate the SSL certificate workflow and lifecycle processes. The aim of this user guide is to provide an overview of *thawte* Partner Center and the various certificate life cycle functions available.

We want you to be successful in selling digital certificates. This user guide contains valuable information about the various certificate ordering processes, quick start procedures, product information and important contact information.

Finally, if you don't find what you are looking for here, please email us at partnerfeedback@thawte.com and let us know how we can help.

Section 2: Certificate Ordering Options

As a *thawte* Partner Program partner, you can begin to reap the benefits of reselling *thawte* and VeriSign® SSL products. The rest of this document is intended to provide the necessary information to enable you to successfully use the *thawte* Partner Center certificate lifecycle management portal. To order a certificate from an active contract, please follow the five steps below:

- 1) Generate the CSR (public/private key pair and certificate) on the Web server hosting the site
- 2) Submit the CSR and other order information to *thawte* through the *thawte* Partner Center, the API, or QuickInvite
- 3) *thawte* will carry out the authentication process
- 4) *thawte* will sign and issue the certificate to the requestor
- 5) *thawte* SSL certificate can then be installed on the Web server

2.1 Ordering through the thawte Partner Center Web Pages

Ordering certificates through the *thawte* Partner Center Web pages may be appropriate for partners with low volumes, or those partners that do not have the resources to integrate with the *thawte* API.

As a general guideline, we recommend that partners with certificate volumes of less than 50 units use the *thawte* Partner Center Web pages. However, partners with high volumes of certificates can use the *thawte* API to automate the order process, as some do today. See Section 3, QuickStart procedures to begin ordering products immediately and Section 5 for instructions on how to navigate through the *thawte* Partner Center.

2.2 Creating a Streamline Automated Order Process

thawte offers a Simple Object Access Protocol (SOAP) API for its partners to order and manage their SSL offerings directly from their site. Through this API, functions such as ordering different SSL products, canceling and fulfilling orders, and querying for order data can be performed. The *thawte* API contains all of the data necessary for partners to integrate with the entire suite of *thawte* and VeriSign® SSL Certificates.

This method may be appropriate for large volume partners or for those who simply want an integrated process for ordering *thawte* and VeriSign products.

The *thawte* API supports two Web Services – ORDER and QUERY. The operations in the ORDER Web Service are focused around initiating and canceling orders while the QUERY Web service is focused on checking the status of orders, obtaining fulfillment information for orders, reports, and order details.

Alternatively, the *thawte* Partner Program offers a POST API to automate the ordering process. This option requires less development work and can be implemented by simply creating an HTML ordering page and setting up a client connection to the *thawte* servers on the backend.

The *thawte* Partner Program has an API specification that details how to use both APIs. To obtain a copy of the latest API specification, please contact your sales account manager.

2.2.1 Automating the Ordering Process Using QuickInvite

QuickInvite is available via our HTTP Post and SOAP APIs. It allows the partner to initiate the order process and specify some, or all, parameters associated with the order. The requestor receives an e-mail with the “key” needed to review and complete the order. This type of order is especially useful when a partner has some information for the order, but desires the requestor to provide the remaining details. QuickInvite is available for all *thawte* and VeriSign products. This feature is easy to implement and is a good alternative for partners who do not have the resources for a full-blown integration into the API. Contact your sales account manager for more details.

Section 3: QuickStart – Ordering thawte Products

This section outlines the basic procedures for ordering the full suite of *thawte*® and VeriSign® products. As mentioned in the previous section, there are several ways to order *thawte* and VeriSign products for your customers. This QuickStart section addresses the process of ordering certificates through the *thawte* Partner Center Web pages. For a complete description of the *thawte* Partner Center, reference Section 5 of this guide. For more information about our APIs contact your sales account manager.

3.1 Creating an Initial Supply of Products

When you purchase a “Bulk” contract, an initial supply of the product(s) is credited to your account. You will have a 1-year contract that has a dollar and unit balance based on your order. Your balance is decreased as orders are completed. Once you have depleted your balance, you will need to purchase a new “Bulk” contract. You can do this either online through the *thawte* Partner Center or through your sales account manager.

When you purchase a “Pay-As-You-Go” contract, a 1-year contract is created with a zero dollar or unit balance. *thawte* will charge the credit card you have put on file as products are ordered. You can set up a new “Pay-As-You-Go” contract online through the *thawte* Partner Center or contact your sales account manager for more details on how to setup a new contract.

3.2 Ordering thawte and VeriSign Products

The *thawte* SGC SuperCerts, SSL Web Server Certificates, Code Signing and Wildcard Certificates provide organization-authentication and encryption for your customers’ online businesses at a very affordable price. Wildcard Certificates allow customers to secure multiple sub-domains on one server with a single certificate. All *thawte* certificates come with the *thawte* Trusted Site Seal that includes a time and date stamp verifying the current validity of the SSL Certificate and the name of the organization owning the Web site.

3.2.1 How to order thawte and VeriSign Certificates

To order a certificate, please follow the instructions below. For a full description of the process, including screen shots, refer to Section 5, Ordering Products through the *thawte* Partner Center.

3.2.1 thawte's SSL123 Certificates

To order a *thawte* SSL123 Certificate, you must complete the following steps:

1. Generate a new Certificate Signing Request (CSR)
2. Submit enrollment application online through the *thawte* Partner Center
3. Receive approver confirmation request at authorized email address
4. Approver clicks "APPROVE" to authorize certificate issuance
5. Receive your new *thawte* SSL123 Certificate by email

3.2.1.1 Requesting a thawte SSL 123 Certificate

- Login to the *thawte* Partner Center at <https://products.thawte.com/geocenter> using your User Name and Password
 - From the SSL Certificates tab click on Order Certificates
 - Click on Place Order next to the SSL123 product sku
 - Complete the following fields
 - o Select the appropriate validity period
 - o Check the appropriate renewal option
 - o Check the appropriate competitive replacement option
 - o Select the appropriate number of server licenses
 - o Enter any special instructions for the order (this is optional)
 - o Cut and paste the Certificate Signing Request (CSR) in the CSR field
 - o See web-server instructions for generating CSR at <https://www.thawte.com/ssl-digital-certificates/technical-support/keygen/index.html>
 - o Validate your CSR information
 - o Enter contact information for a site administrator, technical, and billing contact

- o Select approver email address
- o Validate your entire order information
- o Agree to the subscriber agreement
- o Submit order
- o Approver “Approves” certificate request

3.2.1.2 Approving a thawte SSL 123 Certificate

The approver selected in the request certificate process will receive an email indicating a certificate has been ordered for abc.domain.com by Joe Admin. The approver should click on the link provided within the email to review and approve the request.

Once the info is reviewed, the approver can select the “I Approve” button. The certificate is issued via email to the administrator, technical and billing contacts listed in the order. The approver receives a confirmation screen that the certificate is approved and should be emailed shortly.

3.2.1.3 Installing a thawte SSL 123 Certificate

Within a few minutes of an approved request, the technical contact will receive an email with installation instructions. If the email is not received, within a few minutes, *thawte* Customer Support should be contacted. Installation instructions for all the popular Web servers can be reviewed at <https://www.thawte.com/ssl-digital-certificates/technical-support/ssl123/install.html>.

The technical contact copies the enclosed certificate from the end of the mail and installs it on the web-server per the web-server installation instructions.

3.2.2 thawte SGC SuperCerts, SSL Web Server, Code Signing, Wildcard and VeriSign Certificates

To order a *thawte* SGC SuperCerts SSL Web Server, Code Signing, Wildcard or VeriSign certificates, please follow the instructions below. For a full description of the process, including screen shots, refer to Section 5, Ordering Products Using the *thawte* Partner Center.

3.2.2.1 Requesting a certificate

- Login to the *thawte* Partner Center at <https://products.thawte.com/geocenter> using your User Name and Password
- From the SSL Certificates tab click on Order Certificates
- Click on Place Order next to SSL Web Server
- Complete the following fields
 - Select the appropriate validity period
 - Check the appropriate renewal option
 - Check the appropriate competitive replacement option
 - Select the appropriate number of server licenses
 - Enter any special instructions for the order (this is optional)
 - Cut and paste the Certificate Signing Request (CSR) in the CSR field
 - See *thawte* web-server instructions for generating CSR at <http://www.thawte.com/ssl-digital-certificates/technical-support/keygen/index.html>
 - See Verisign web-server instructions for generating CSR at <http://www.verisign.com/support/ssl-certificates-support/index.html>

A Product Enrollment form is displayed. On this form complete the following:

- Organization information
- Organizational Contact information section
- Technical Contact information section
- Billing Contact information section

A product enrollment summary page is displayed for final review. Please read the subscriber agreement, check the “I Agree” checkbox, and click the Submit the order for processing.

The certificate request has now been successfully submitted and an order number is displayed on the screen. *thawte* will now go through the process of confirming the business identity of the company for which you are ordering the certificate by obtaining and checking certain business registration documents for the company.

3.2.2.2 Installing a thawte Certificate

Within a few minutes of *thawte* approving the certificate request, the organization, technical, and billing contacts will receive an email with the certificate and installation instructions.

The technical contact copies the enclosed certificate from the end of the mail and installs it into the web-server per the web-server installation instructions as per the link below:

<https://www.thawte.com/ssl-digital-certificates/technical-support/>

A *thawte* Trusted Site Seal is included with every *thawte* product. The fulfillment email will also include instructions for installing the *thawte* Trusted Site Seal as per the link below.

<http://search.thawte.com/thawte/solution.jsp?id=vs4015>

3.2.2.2.2 Installing a VeriSign Certificate

When the VeriSign Certificate is issued, the organization, technical and billing contacts will receive an email with the certificate installation instructions.

The technical contact copies the enclosed certificate from the mail and installs it into the web-server per the web-server installation instructions which can be found on the support site at the link below:

<http://www.verisign.com/support/ssl-certificates-support/index.html>

Every VeriSign Certificate comes with a VeriSign Secured[™] Seal. Instructions on how to install the VeriSign Secured[™] Seal are available at the link below:

<http://www.verisign.com/support/ssl-certificates-support/secure-site-seal/index.html>

Section 4: Authentication Process

4.1 Extended Validation Authentication

This is the highest level of authentication available with an SSL Certificate. The CA/Browser Forum, a consortium of Certificate Authorities and Browser manufacturers, developed this category of Web site authentication as an industry-wide standard. In order to be authorized to issue EV SSL Certificates, a CA must pass regular third-party audits confirming that it meets the requirements set out in this standard for validating the identity of certificate requesters. More information on the CA/Browser Forum and the EV standard is available at www.cabforum.org.

thawte requires a signed acknowledgement of agreement from the corporate contact listed on any order for an EV SSL Certificate. A company registration document may also be required if we are unable to confirm the organization's details through a government database. A legal opinion letter may also be requested to confirm the following details about the organization applying for the Extended Validation SSL Certificate:

- Physical address of place of operation
- Telephone number
- Confirmation of exclusive right to use the domain
- Additional confirmation of the organization's existence (if less than 3 years old), and verification of the corporate contact's employment.

These are the standard methods of identity verification used to validate organizations for EV SSL Certificates, however, documentation requirements may vary depending on the information available on various approved online databases.

4.2 Organization Authentication

This is a high assurance level of authentication. SSL Certificates with this level of authentication require verification of an organization's existence through a government issued business credential. Usually *thawte* will get this independent verification by searching one of many government or private databases to which they have access. If we cannot find "proof of right" to do business in the stated name for a certificate requester, we may request a copy of one of the following items:

right” to do business in the stated name for a certificate requester, we may request a copy of one of the following items:

- Articles of Incorporation
- Business License
- Certificate of Formation
- Doing Business As
- Registration of Trade Name
- Charter Documents
- Partnership Papers
- Fictitious Name Statement
- Vendor/Reseller/Merchant License
- Merchant certificate
- US Tax Licenses for non-profit organizations and sole proprietorships (in either case the state tax documents must list the organization as non-profit or sole proprietor)

4.3 Domain Authentication

thawte offers domain authenticated SSL Certificates. These lower assurance certificates are appropriate for organizations concerned primarily with encryption.

Domain authenticated certificates are the lowest form of authentication available. An entity requesting a domain authenticated certificate will go through a process to help verify that they either own the domain requested or that they have the right to use that domain name. Additionally we will verify that the email address for the contact requesting the certificate is either listed in the WHOIS directory or meets the CA's predetermined email alias requirements.

Once a certificate enrollment has been submitted, the order will be processed in timely manner.

Section 5: thawte Partner Center

The *thawte* Partner Center is the administrative Web portal essential for partner management of the *thawte* and Verisign branded products in your portfolio. In the *thawte* Partner Center you will be able to manage various functions, including purchasing and ordering certificates, running reports, customizing email messages, and Customer Support information.

Should you require assistance with the issuance of your customers' certificates, please contact our Customer Support team as per the contact details listed in the Support Pages of your Web portal. Alternatively you can contact your sales account manager for any product or contract related queries.

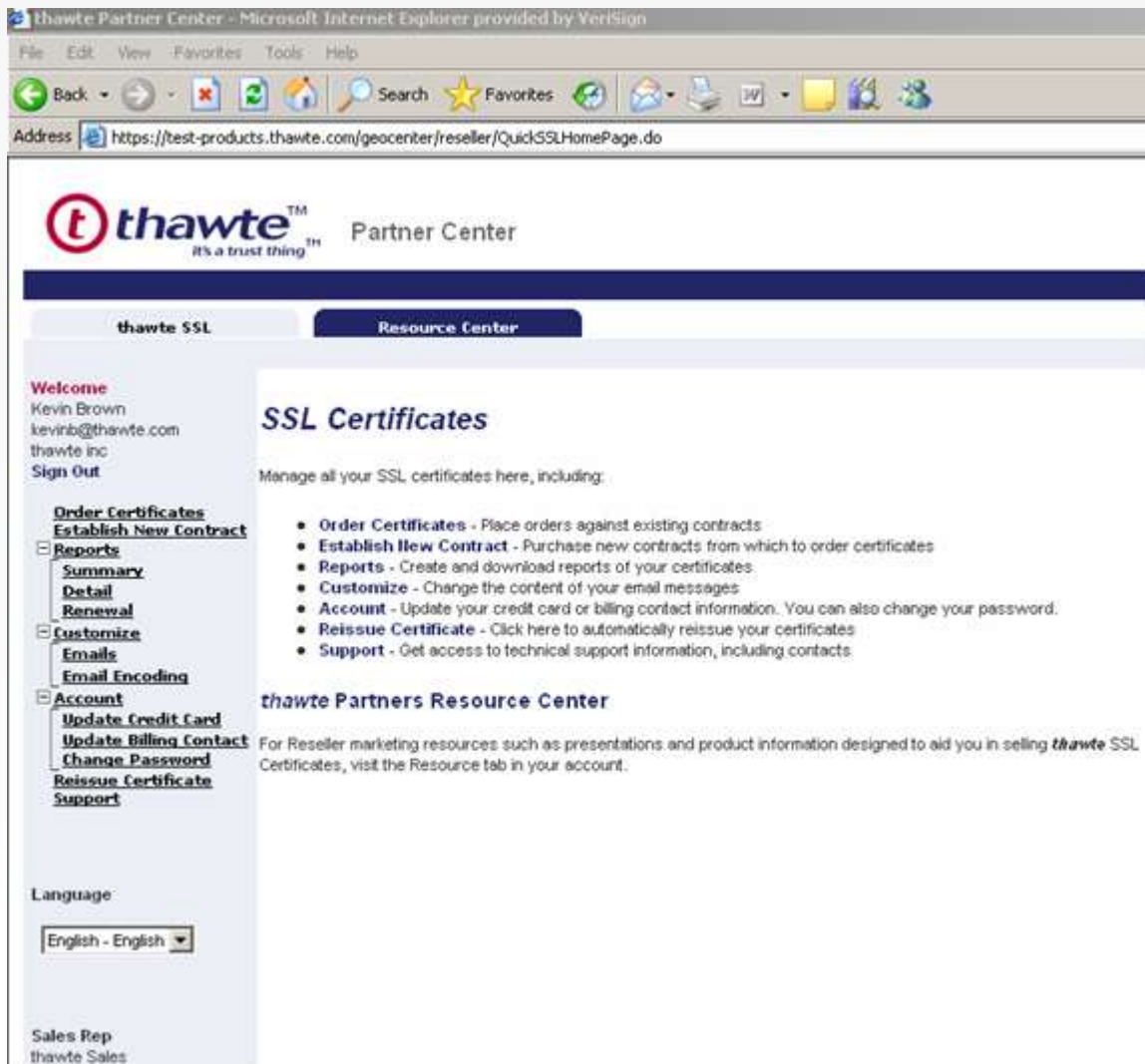
5.1 Accessing the thawte Partner Center

Access the *thawte* Partner Center by going to the following URL: <https://products.thawte.com/geocenter>. We recommend that you bookmark this link for future reference. This link can also be accessed through the "Partner Login" on the *thawte* Partner home page. Upon entering a valid User Name and Password, you will be presented with the SSL Certificates page.

5.2 SSL Certificates Menu

The main portion of the SSL Certificates menu will describe the major functions available in this tab. The left hand side of the *thawte* Partner Center homepage will present detailed links to activities available to order certificates, establish new contracts, run reports on orders, customize emails, and update account information. Additionally, the name of the user is displayed above these links, as well as the users email address and company name. You can also see the contact information for your *thawte* Sales Account Manager on the left navigation bar.

The SSL Certificates main webpage looks like the following:



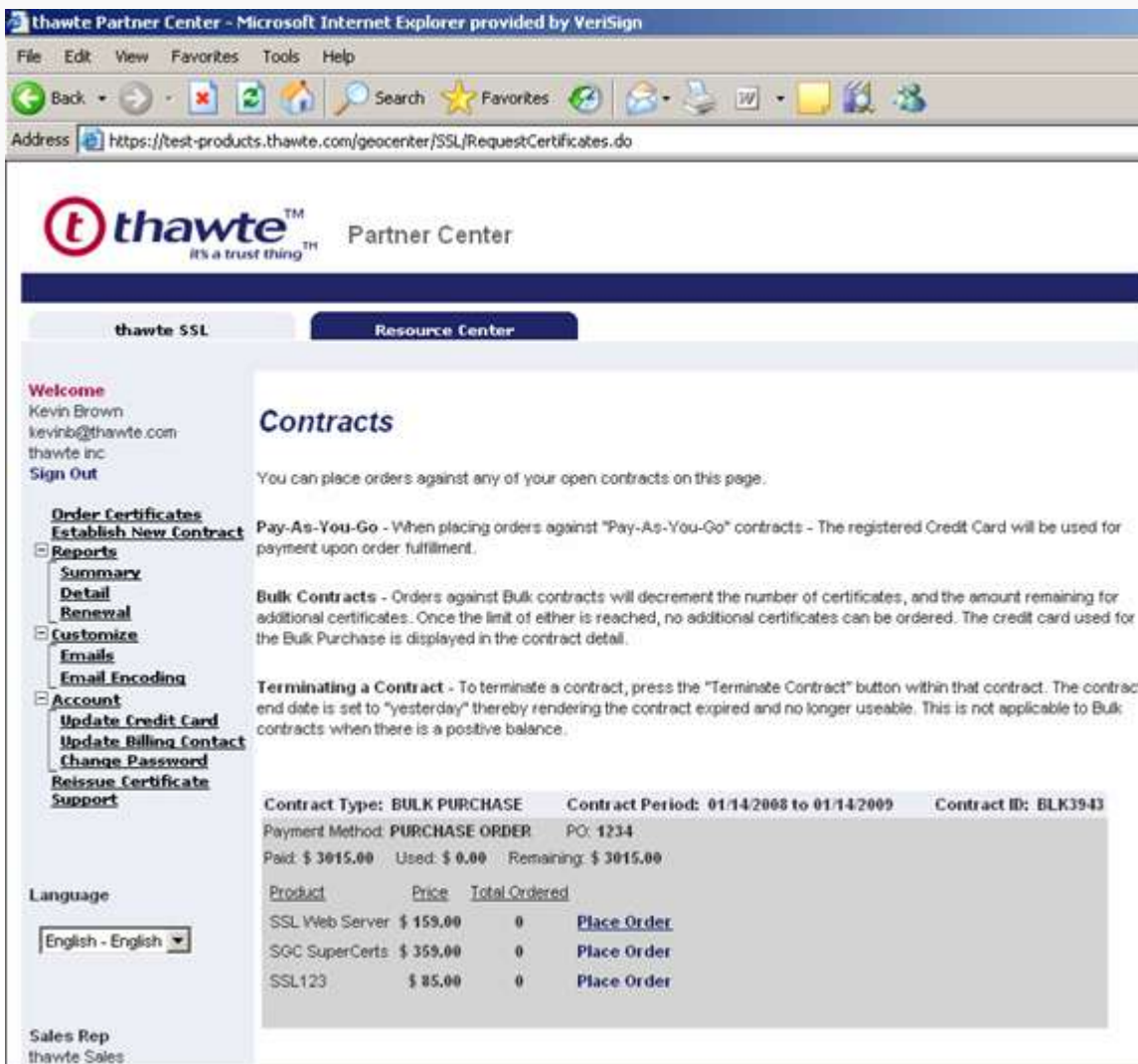
5.2.1 Ordering Certificates

To place an SSL certificate order on behalf of your customer select the Order Certificates link on the left hand side of the *thawte* Partner Center Home Page. All the existing "Pay as You Go" and "Bulk" contracts that are in place for your account will be displayed. Select "Place Order" next to the product that is being ordered.

When placing an order against a "Pay-As-You-Go" contract - the registered credit card will be debited upon order fulfillment.

When placing an order against a “Bulk” contract, our system will decrement the quantity of certificates, and the remaining funds in your contract. Once the limit of either is reached or there is a credit amount less than the purchase price of a certificate, no additional certificates can be ordered. Note that the dollar amount deducted is equivalent to your discounted partner purchase price.

When viewing your contract you have the option to place an order, view the number of certificates you have ordered by product, view the dollar amount spent and the dollar balance of your contract, and view details for all orders placed against that particular contract.



thawte SSL **Resource Center**

Welcome
Kevin Brown
kevinb@thawte.com
thawte inc
[Sign Out](#)

Order Certificates
[Establish New Contract](#)
 Reports
 [Summary](#)
 [Detail](#)
 [Renewal](#)
 Customize
 [Emails](#)
 [Email Encoding](#)
 Account
 [Update Credit Card](#)
 [Update Billing Contact](#)
 [Change Password](#)
 [Reissue Certificate](#)
 [Support](#)

Language
English - English

Sales Rep
thawte Sales

Contracts

You can place orders against any of your open contracts on this page.

Pay-As-You-Go - When placing orders against "Pay-As-You-Go" contracts - The registered Credit Card will be used for payment upon order fulfillment.

Bulk Contracts - Orders against Bulk contracts will decrement the number of certificates, and the amount remaining for additional certificates. Once the limit of either is reached, no additional certificates can be ordered. The credit card used for the Bulk Purchase is displayed in the contract detail.

Terminating a Contract - To terminate a contract, press the "Terminate Contract" button within that contract. The contract end date is set to "yesterday" thereby rendering the contract expired and no longer useable. This is not applicable to Bulk contracts when there is a positive balance.

Contract Type:	BULK PURCHASE	Contract Period:	01/14/2008 to 01/14/2009	Contract ID:	BLK3943
Payment Method:	PURCHASE ORDER	PO:	1234		
Paid:	\$ 3015.00	Used:	\$ 0.00	Remaining:	\$ 3015.00

Product	Price	Total Ordered	
SSL Web Server	\$ 159.00	0	Place Order
SGC SuperCerts	\$ 359.00	0	Place Order
SSL123	\$ 85.00	0	Place Order

The screenshot shows the Thawte Partner Center interface in Microsoft Internet Explorer. The browser address bar displays the URL: <https://test-products.thawte.com/geocenter/report/ReportQuery.do?order=All&orderStatus=ALL>. The page header includes the Thawte logo and 'Partner Center'. Below the header, there are navigation tabs for 'thawte SSL' and 'Resource Center'. The main content area is titled 'Orders' and includes a table with 3 items found, displaying 1 to 3. The table has columns for Order ID, Ordered, Completed, Status, Domain, Product, and Price. The left sidebar contains a 'Welcome' section for Kevin Brown, a 'Sign Out' link, and a menu of options including 'Order Certificates', 'Reports', 'Customize', 'Emails', 'Account', and 'Support'. A language dropdown menu is set to 'English - English'.

Order ID	Ordered	Completed	Status	Domain	Product	Price
48043	2007/11/18		IN PROCESS	webmail.thawte.com	SSL Web Server	USD159.20
48042	2007/11/18		IN PROCESS	secure.thawte.com	SGC SuperCert	USD359.20
48041	2007/11/18		IN PROCESS	www.thawte.com	SSL123	USD99.0

The QuickStart section of this guide gives an overview of the ordering process for each of the *thawte* products.

5.2.2 Establish a New Contract

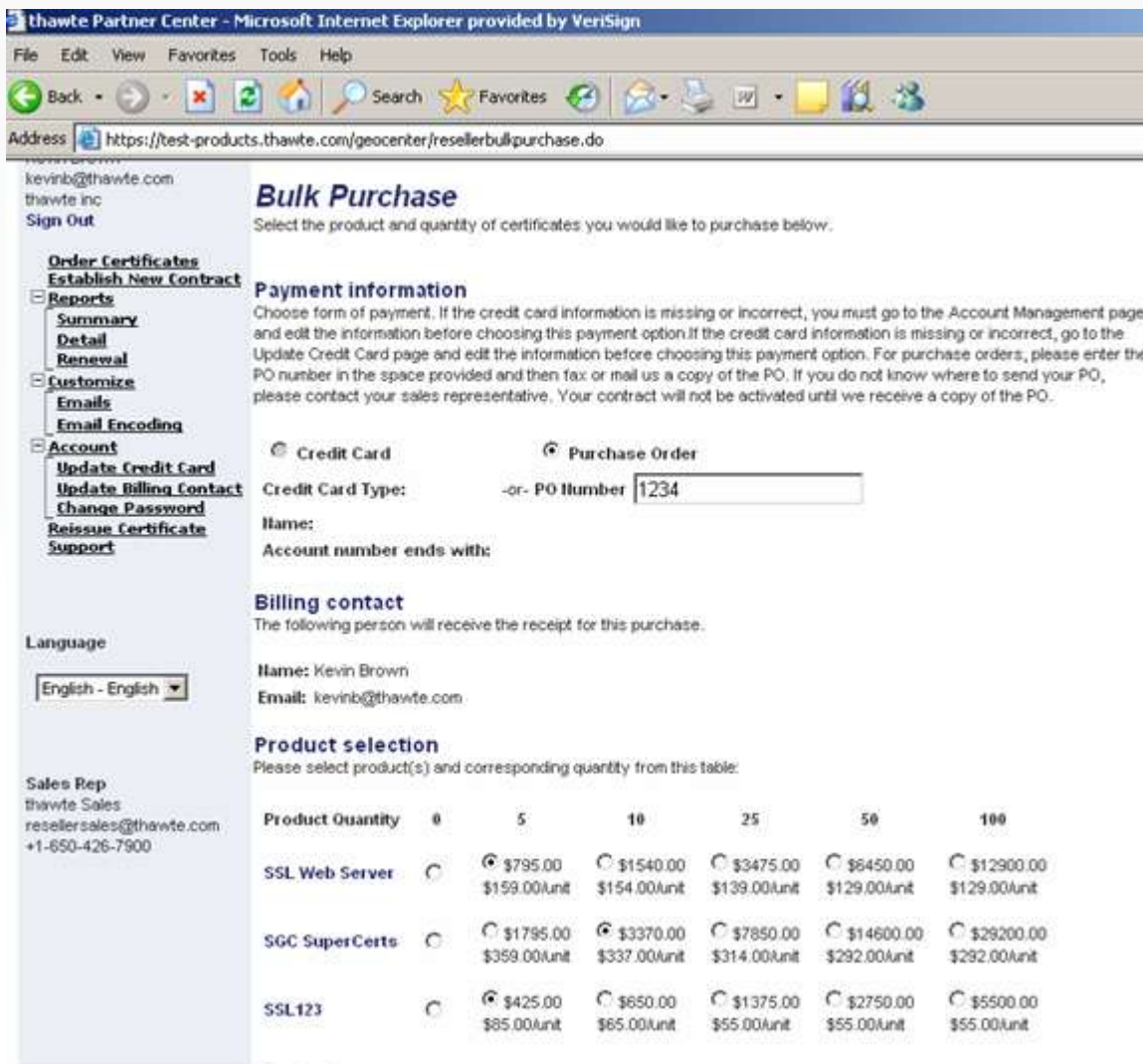
This section allows the administrator to purchase new “Bulk” or “Pay-As-You-Go” contracts through which SSL certificates can be ordered against. These new contracts will show up in the Order Certificates Menu after they are approved.

After clicking either one of the links “Purchase a Block of Certificates” or “Establish a Pay_As_You_Go Contract” a purchase form is displayed that you must fill out and submit to *thawte*. Below are some screen shots of what these pages look like:

5.2.3 Purchase a Block of Certificates

This option is used to purchase additional blocks of certificates at a discounted partner rate. To purchase additional blocks of *thawte* or VeriSign certificates, select the product and quantity to purchase and fill out the online enrollment form. When paying via credit card, *thawte* will immediately credit your account with the additional products and make them available for resale. When paying via Purchase Order, please contact your Sales Account Manager immediately upon submitting the order to arrange the approval of the contract.

5.2.3.1 Bulk Purchase Screen Shot



thawte Partner Center - Microsoft Internet Explorer provided by VeriSign

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://test-products.thawte.com/geocenter/resellerbulkpurchase.do>

kevinb@thawte.com
thawte inc
Sign Out

Bulk Purchase
Select the product and quantity of certificates you would like to purchase below:

Order Certificates
Establish New Contract

Reports
Summary
Detail
Renewal

Customize
Emails
Email Encoding

Account
Update Credit Card
Update Billing Contact
Change Password
Reissue Certificate
Support

Language
English - English

Sales Rep
thawte Sales
resellersales@thawte.com
+1-650-426-7900

Payment information
Choose form of payment. If the credit card information is missing or incorrect, you must go to the Account Management page and edit the information before choosing this payment option. If the credit card information is missing or incorrect, go to the Update Credit Card page and edit the information before choosing this payment option. For purchase orders, please enter the PO number in the space provided and then fax or mail us a copy of the PO. If you do not know where to send your PO, please contact your sales representative. Your contract will not be activated until we receive a copy of the PO.

Credit Card Purchase Order

Credit Card Type: -or- PO Number

Name:
Account number ends with:

Billing contact
The following person will receive the receipt for this purchase.

Name: Kevin Brown
Email: kevinb@thawte.com

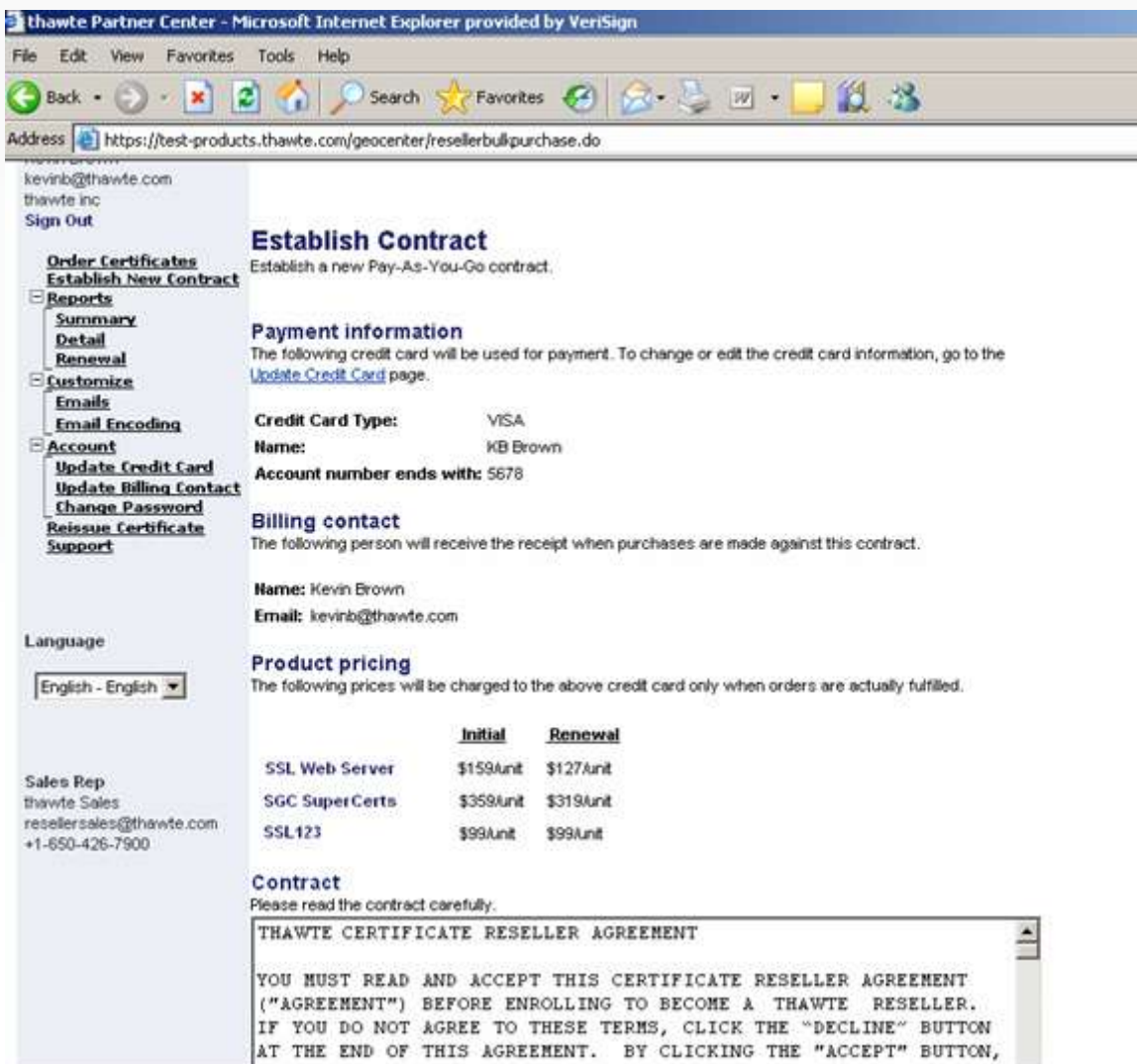
Product selection
Please select product(s) and corresponding quantity from this table:

Product	Quantity	0	5	10	25	50	100
SSL Web Server	<input type="radio"/>	<input checked="" type="radio"/> \$795.00 \$159.00/unit	<input type="radio"/> \$1540.00 \$154.00/unit	<input type="radio"/> \$3475.00 \$139.00/unit	<input type="radio"/> \$6450.00 \$129.00/unit	<input type="radio"/> \$12900.00 \$129.00/unit	
SGC SuperCerts	<input type="radio"/>	<input type="radio"/> \$1785.00 \$359.00/unit	<input checked="" type="radio"/> \$3370.00 \$337.00/unit	<input type="radio"/> \$7850.00 \$314.00/unit	<input type="radio"/> \$14600.00 \$292.00/unit	<input type="radio"/> \$29200.00 \$292.00/unit	
SSL123	<input type="radio"/>	<input checked="" type="radio"/> \$425.00 \$85.00/unit	<input type="radio"/> \$650.00 \$65.00/unit	<input type="radio"/> \$1375.00 \$55.00/unit	<input type="radio"/> \$2750.00 \$55.00/unit	<input type="radio"/> \$5500.00 \$55.00/unit	

5.2.4 Establish a "Pay-As-You-Go" Contract

This option is used to create a new "Pay-As-You-Go" contract or renew an existing contract with the latest *thawte* and VeriSign partner pricing. If you have an existing "Pay-As-You-Go" contract on file, your older "Pay-As-You-Go" contracts will be expired so you will only have one "Pay-As-You-Go" contract active. If you are moving from a "Bulk" contract to a "Pay-As-You-Go" contract – you must update your credit card and billing information in the *thawte* Partner Center.

5.2.4.1 "Pay-As-You-Go" Screen Shot



thawte Partner Center - Microsoft Internet Explorer provided by VeriSign

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail

Address <https://test-products.thawte.com/geocenter/resellerbulkpurchase.do>

kevinb@thawte.com
thawte inc
Sign Out

Order Certificates
Establish New Contract

[-] Reports
Summary
Detail
Renewal

[-] Customize
Emails
Email Encoding

[-] Account
Update Credit Card
Update Billing Contact
Change Password
Reissue Certificate
Support

Language
English - English

Sales Rep
thawte Sales
resellersales@thawte.com
+1-850-426-7900

Establish Contract

Establish a new Pay-As-You-Go contract.

Payment information

The following credit card will be used for payment. To change or edit the credit card information, go to the [Update Credit Card](#) page.

Credit Card Type: VISA
Name: KB Brown
Account number ends with: 5678

Billing contact

The following person will receive the receipt when purchases are made against this contract.

Name: Kevin Brown
Email: kevinb@thawte.com

Product pricing

The following prices will be charged to the above credit card only when orders are actually fulfilled.

	<u>Initial</u>	<u>Renewal</u>
SSL Web Server	\$159/Unit	\$127/Unit
SGC Super Certs	\$359/Unit	\$319/Unit
SSL123	\$99/Unit	\$99/Unit

Contract

Please read the contract carefully.

THAWTE CERTIFICATE RESELLER AGREEMENT

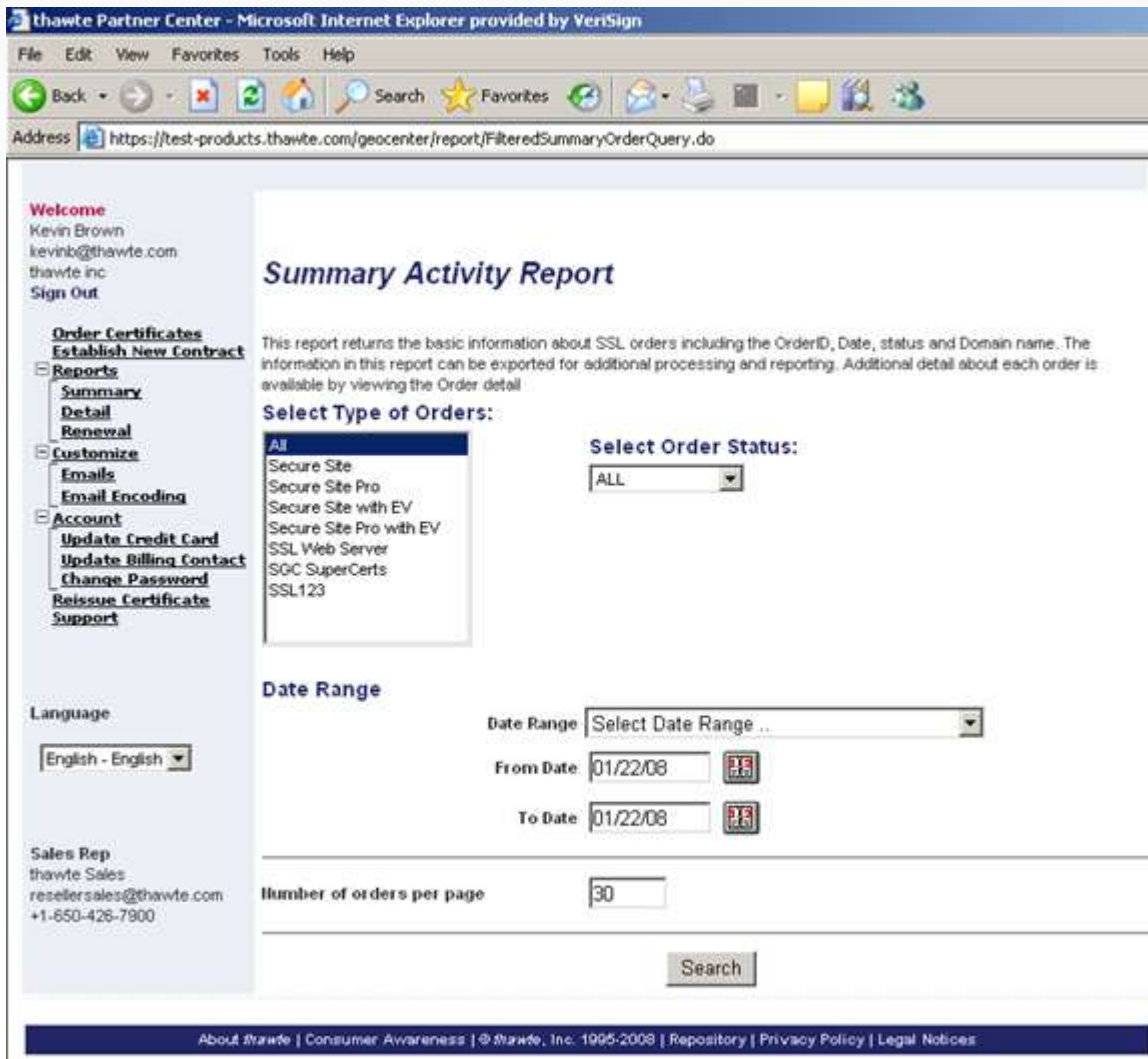
YOU MUST READ AND ACCEPT THIS CERTIFICATE RESELLER AGREEMENT ("AGREEMENT") BEFORE ENROLLING TO BECOME A THAWTE RESELLER. IF YOU DO NOT AGREE TO THESE TERMS, CLICK THE "DECLINE" BUTTON AT THE END OF THIS AGREEMENT. BY CLICKING THE "ACCEPT" BUTTON,

5.3.1 Reports

This section allows the certificate administrator to run a variety of reports on all SSL certificates ordered through your account. There are three different types of reports; Summary, Detailed, and Renewal. All reports can be exported in XML, Excel, or CSV formats.

5.3.1.1 Summary Reports

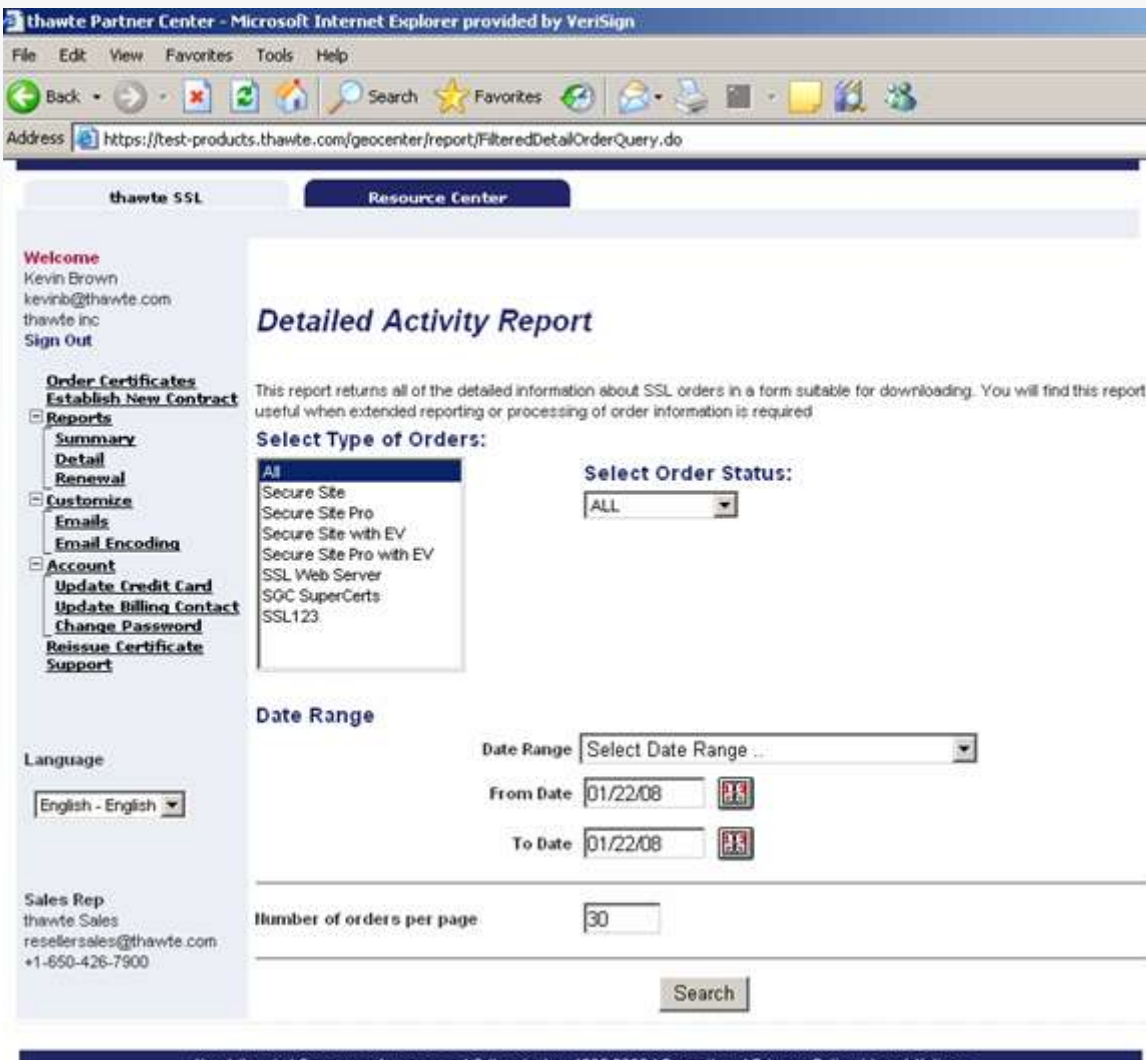
Provide summary data for all selected orders, including ordered and completed dates, current status, domain, product type (SSL Web Server, SGC SuperCert, SSL123, VeriSign® Secure Site, VeriSign Secure Site Pro, VeriSign Secure Site with EV and VeriSign Secure Site Pro with EV), and price. You can search for orders by product, by status or by order date range.



The screenshot shows a web browser window titled "thawte Partner Center - Microsoft Internet Explorer provided by VeriSign". The address bar shows "https://test-products.thawte.com/geocenter/report/FilteredSummaryOrderQuery.do". The page content includes a "Welcome" message to Kevin Brown, a "Summary Activity Report" section with a description, a "Select Type of Orders:" dropdown menu (with "All" selected), a "Select Order Status:" dropdown menu (with "ALL" selected), a "Date Range" section with "From Date" and "To Date" fields (both set to 01/22/08), and a "Number of orders per page" field (set to 30). A "Search" button is located at the bottom of the form. The left sidebar contains navigation links for "Order Certificates", "Reports", "Customize", "Account", and "Sales Rep".

5.3.1.2 Detailed Reports

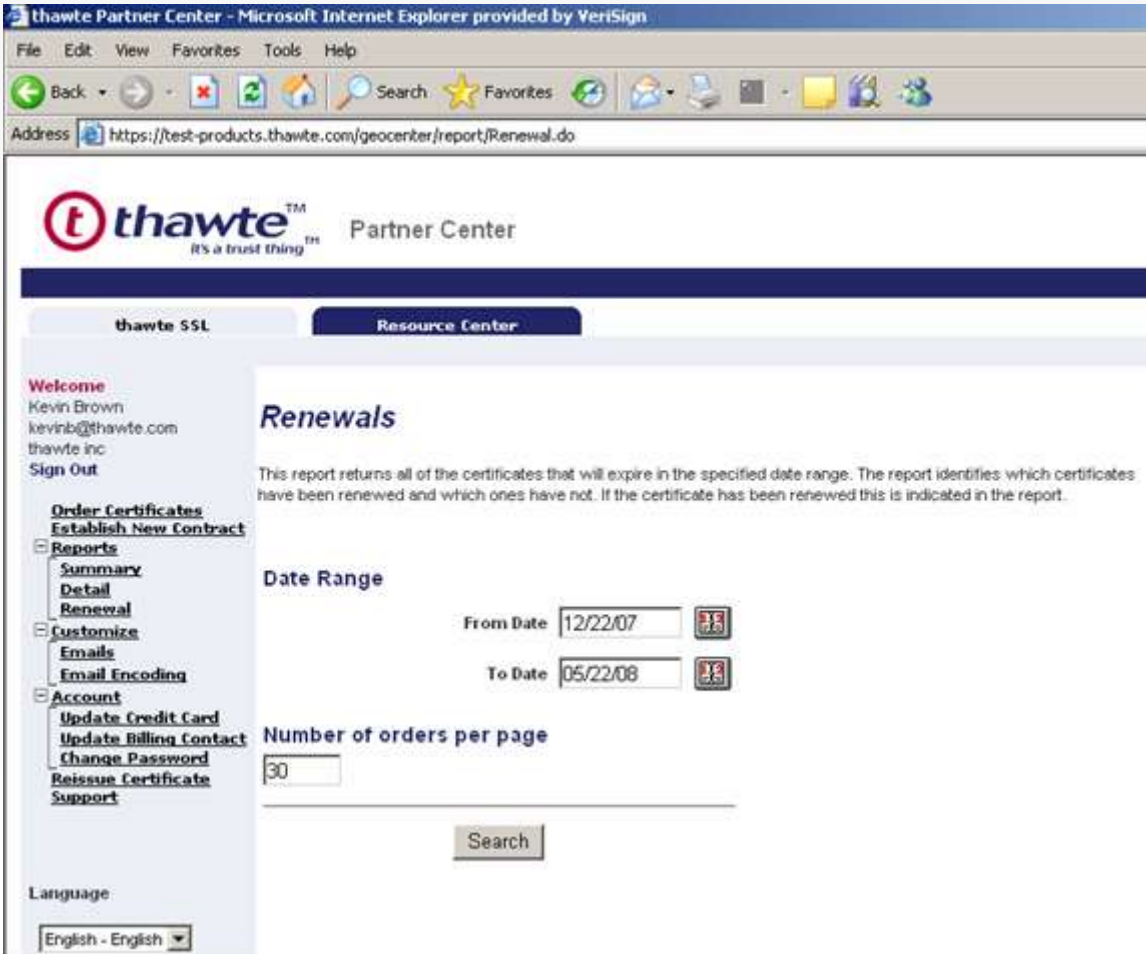
Provide detailed information for selected orders, including full order information and certificate details. You can search on orders by product, by status or by order date range.



The screenshot shows a web browser window titled "thawte Partner Center - Microsoft Internet Explorer provided by VeriSign". The address bar shows the URL: <https://test-products.thawte.com/geocenter/report/FilteredDetailOrderQuery.do>. The page content includes a navigation menu on the left with categories like "Order Certificates", "Reports", "Customize", and "Account". The main content area is titled "Detailed Activity Report" and contains a description of the report, a "Select Type of Orders:" dropdown menu (currently set to "All"), a "Select Order Status:" dropdown menu (currently set to "ALL"), a "Date Range" section with "From Date" and "To Date" fields (both set to "01/22/08"), and a "Number of orders per page" field (set to "30"). A "Search" button is located at the bottom of the form.

5.3.1.3 Renewal Reports

Provide a list of orders that will be expiring in a selected timeframe, and lets you see the certificate validity dates, renewal status, and domain names issued from.



The screenshot shows a web browser window titled "thawte Partner Center - Microsoft Internet Explorer provided by VeriSign". The address bar shows the URL "https://test-products.thawte.com/geocenter/report/Renewal.do". The page header includes the Thawte logo and "Partner Center". Below the header, there are two tabs: "thawte SSL" and "Resource Center". The main content area is titled "Renewals" and contains the following elements:

- Welcome** section with user information: Kevin Brown, kevinb@thawte.com, thawte inc, and a "Sign Out" link.
- A navigation menu on the left with categories: "Order Certificates", "Establish New Contract", "Reports" (with sub-items: Summary, Detail, Renewal), "Customize" (with sub-items: Email, Email Encoding), and "Account" (with sub-items: Update Credit Card, Update Billing Contact, Change Password, Reissue Certificate, Support).
- Date Range** section with "From Date" set to 12/22/07 and "To Date" set to 05/22/08, each with a calendar icon.
- Number of orders per page** section with a text input field containing the number "30".
- A "Search" button.
- A "Language" dropdown menu set to "English - English".

The screenshot shows a web browser window titled "thawte Partner Center - Microsoft Internet Explorer provided by VeriSign". The address bar shows "https://test-products.thawte.com/geocenter/report/Renewal.do". The page header includes the Thawte logo and "Partner Center". Below the header, there are two tabs: "thawte SSL" and "Resource Center". The main content area is titled "Renewals" and contains a table with columns: Order ID, Start Date, Expiration Date, Renewed, and Domain. The table is currently empty, displaying "No items found." and "Nothing found to display". A sidebar on the left contains a navigation menu with options like "Welcome", "Order Certificates", "Reports", "Summary", "Detail", "Renewal", "Customize", and "Emails".

5.4.1 Customize Emails

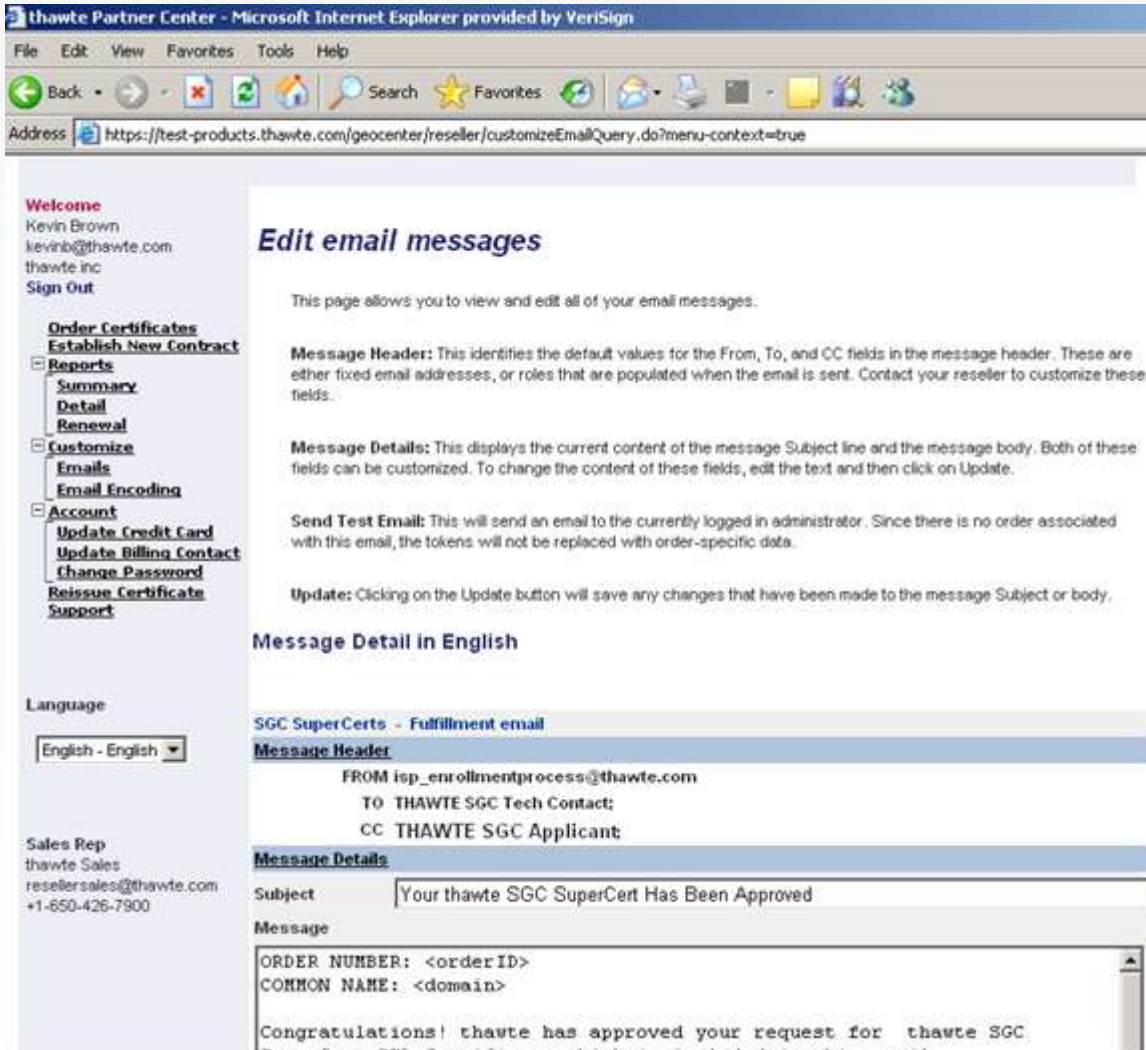
This menu allows the administrator to customize the email messages that are sent to customers for certificate enrollment and delivery.

On a product level partners can customize the subject line and text area for all emails automatically sent out by our system to their customers. There is also an option to enable and disable individual emails sent out by our system.

SGC SuperCerts

Description	Content	Delivery
QuickInvite email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Order acknowledgement email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Approval email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Fulfillment email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Receipt email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Corporate approval message	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Reissue email	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
90 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
60 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
30 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
21 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
14 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
7 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
0 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
-7 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
-14 day renewal notice	View/Edit	<input checked="" type="radio"/> Enable <input type="radio"/> Disable

To customize an email message, click the View/Edit button next to the message you want to edit, type in your changes to the subject and message area, and then click the Update button. The message will then be updated with the text that you want.



5.4.2 Multiple Language Options

Additionally, you can customize your emails to go out in more than 15 different languages. You can do this by selecting the language and proper encoding for the emails, and then customize the emails following the steps above. You will need to supply the text in the language you select, all the default text supplied by our system is in English.

thawte Partner Center - Microsoft Internet Explorer provided by VeriSign

Address: <https://test-products.thawte.com/geocenter/tc/EmailEncoding.do>

Edit Email Encodings

This section enables you to select the proper encoding for the emails sent to your clients. Encoding is dependent on language, and you can have one and only one encoding specified for each language. The encoding is applied to all emails sent in that language.

Use the pulldowns to the right of each language to select the encoding for that language. Click on the Update button after making all selections.

Language	Encoding
English	None Specified
Turkish	None Specified
Swedish	None Specified
Portuguese	None Specified
Russian	None Specified
Chinese	None Specified
Italian	None Specified
Spanish	None Specified
Japanese	None Specified
French	None Specified
German	None Specified
Korean	None Specified
Danish	None Specified
Polish	None Specified
Slovenian	None Specified
Dutch	None Specified

Language: English - English

Sales Rep: thawte Sales, resellersales@thawte.com, +1-650-426-7900

5.5.1 Account

In the *thawte* Partner Center you can edit the account information listed under the sub headings below:

5.5.1.1 Update Credit Card Information

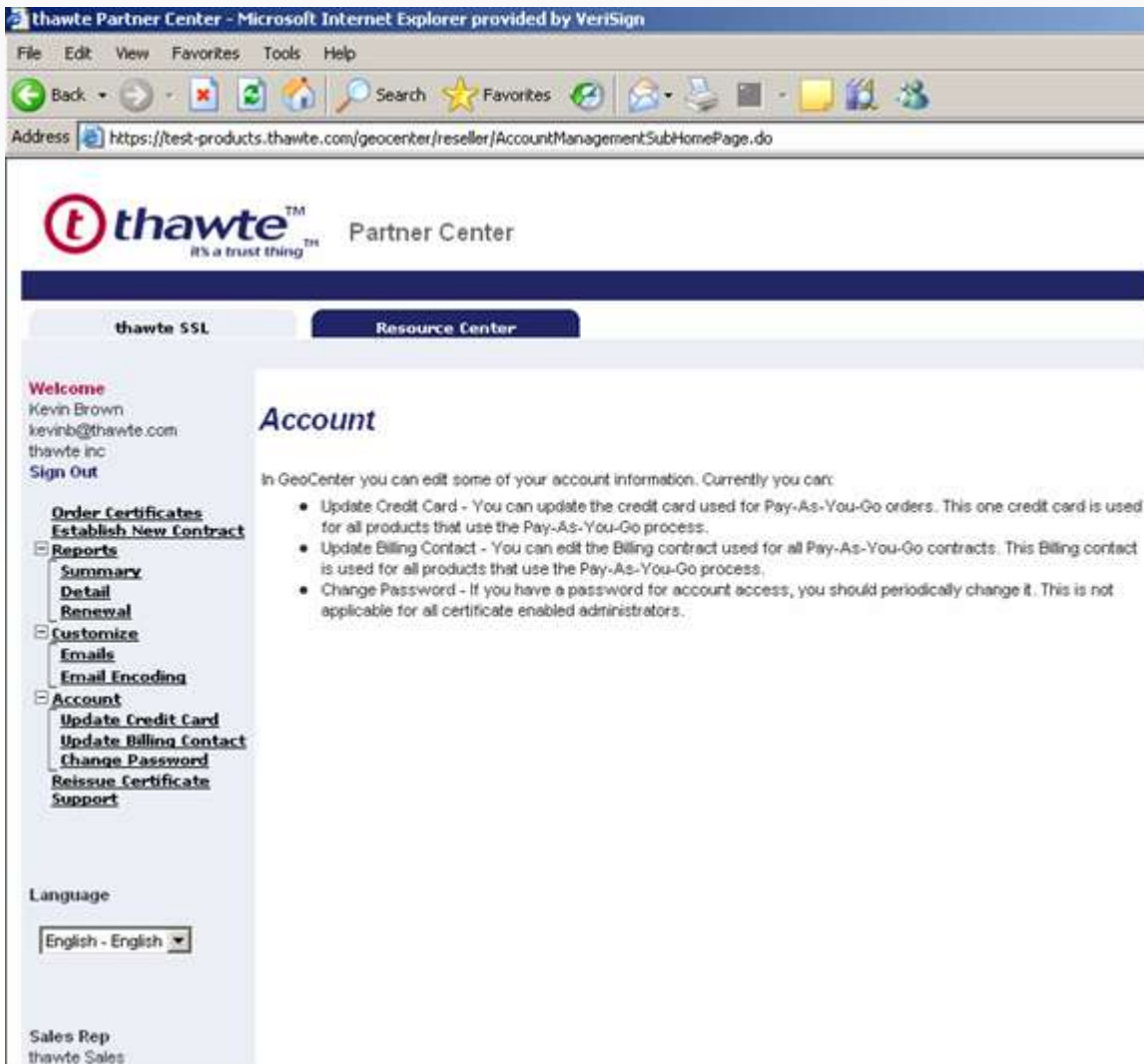
This page allows you to view or make changes to your credit card that *thawte* has on file for your partner account. This credit card is used for “Pay-As-You-Go” orders and for bulk purchases.

5.5.1.2 Update Billing Contact

This page allows you to view or make changes to your billing contact information that *thawte* has on file for your partner account. This billing contact is used for "Pay-As-You-Go" orders and for bulk purchases.

5.5.1.3 Change Password

This page allows you to change your password. If you have a password for account access, you should periodically change it. This is not applicable for all certificate enabled administrators.



The screenshot shows a Microsoft Internet Explorer browser window displaying the Thawte Partner Center. The address bar shows the URL: <https://test-products.thawte.com/geocenter/reseller/AccountManagementSubHomePage.do>. The page header includes the Thawte logo and "Partner Center". Below the header, there are two tabs: "thawte SSL" and "Resource Center". The main content area is titled "Account" and contains a list of account management options. A sidebar on the left provides navigation links for various account functions.

thawte SSL **Resource Center**

Welcome
Kevin Brown
kevinb@thawte.com
thawte inc
[Sign Out](#)

Order Certificates
[Establish New Contract](#)

Reports
[Summary](#)
[Detail](#)
[Renewal](#)

Customize
[Emails](#)
[Email Encoding](#)

Account
[Update Credit Card](#)
[Update Billing Contact](#)
[Change Password](#)
[Reissue Certificate](#)
[Support](#)

Language
English - English

Sales Rep
thawte Sales

Account

In GeoCenter you can edit some of your account information. Currently you can:

- **Update Credit Card** - You can update the credit card used for Pay-As-You-Go orders. This one credit card is used for all products that use the Pay-As-You-Go process.
- **Update Billing Contact** - You can edit the Billing contract used for all Pay-As-You-Go contracts. This Billing contract is used for all products that use the Pay-As-You-Go process.
- **Change Password** - If you have a password for account access, you should periodically change it. This is not applicable for all certificate enabled administrators.

5.6.1 Support

5.6.1.1 24 x 7 Online Self-Help Support

For 24 x 7 SSL support including CSR generation, certificate and site seal installation instructions and access to our self-service support knowledge base, please visit our support pages at

<https://www.thawte.com/ssl-digital-certificates/technical-support/>

5.6.1.2 Customer Support

Customer Support provides customers with assistance on order status, documentation and order related queries. Customer Support shall help ensure that all the required authentication steps are properly completed before a certificate is issued.

5.6.1.3 Technical Support

Technical Support provides customers with assistance with key generation, certificate installation, reissues, troubleshooting and related technical queries.

5.6.1.4 API Support

API Support provides customers with assistance on the implementation, testing, and troubleshooting of partner APIs. We also offer a fully functional test environment to help you integrate into our API. Please contact your account manager for assistance.

5.6.2 Contacting Support

Please visit our support pages below for details on how to access our 24 x 7 Online Self-Help and different support departments.

<http://www.thawte.com/partnersupport/worldwide/partnersupport.html>

5.6.2 Adding / Deleting Administrators

administrator to a *thawte* Partner Account, an existing administrator must submit a formal request to *thawte* Customer Support on a company letterhead. The following details should be included in the request, the new administrator's first and last names, email address, phone number, preferred user name, and preferred password. The current administrator must also print his / her first and last names, email address, and include his / her title and signature. If the current administrator is no longer with the organization, a C-level employee (CEO, CTO, CIO etc.) must submit the request.

The authorization letter should be faxed to our Customer Support group as per the support contact details within the *thawte* Partner Center, clearly marked with "Additional Admin Request for COMPANY NAME HERE" on the cover letter.

from a *thawte* Partner Account, an existing administrator must submit a formal request to *thawte* Customer Support on a company letterhead. If the current administrator is no longer with the organization, a C-level employee (CEO, CTO, CIO etc.) must submit the request. They must provide the administrator's first and last names, title, email address, and phone number. Then, the current administrator must sign his/her name, print his / her first and last names, and include his / her title.

The authorization letter should be faxed to our Customer Support group as per the support contact details within The *thawte* Partner Center, clearly marked with "Admin Removal Request for COMPANY NAME HERE" on the cover letter.

5.6.3.1 Re-Issue Policy

thawte now offers self-service re-issues free of charge for the life span of all *thawte* certificates. VeriSign offers self-service re-issues free of charge for the first 30 days of a VeriSign certificate after which a \$100 replacement fee is charged. To qualify for a certificate reissue, all existing core certificate details must remain the same (apart from the fully qualified domain name). To re-issue a certificate generate a new Certificate Signing Request (CSR) on your web server and click the link below:

- <https://products.thawte.com/geocenter/reissuance/reissue.do>
- Select "Redeem" for the certificate you want to get re-issued
 - o One Time Reissue if outside the 30 day window
 - o Submit reissue request
 - o An email will be sent to the email address used in the authentication
- The person receiving the email must follow a link to:
 - o Enter a new CSR
 - o Agree to the subscriber agreement
 - o Submit the order

Additionally reissues may be automatically submitted using the API. Ask your Sales Account Manager for more details on the API.

The new certificate will then be emailed to the certificate contacts and will contain the same expiration date as the original certificate.

thawte Partner Center - Microsoft Internet Explorer provided by VeriSign

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh

Address <https://test-products.thawte.com/geocenter/reissuance/reissue.do>

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User Authentication

The first phase in this process is to identify the applicable orders. You must enter the domain name for the order and then any one of the two order contacts (organize data will be displayed).

Web Site fully qualified domain name (Common Name in your certificate)

An email address contained in the order for this certificate that has the authority to request reissues

Enter the 5-digit number from the image



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Thawte is a leading global Certification Authority. Our SSL and code signing digital certificates are used globally to secure servers, provide data encryption, authenticate users, protect privacy and assure online identities through stringent authentication and verification processes. Our SSL certificates include Wildcard SSL Certificates, SGC SuperCerts and Extended Validation SSL Certificates.

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Select Order

The first step in obtaining a certificate reissue is to select the order. Please select the order from the list below.

Web Security Services

Order ID	Order Date	Product	Domain	Reissuance Insurance
6040	05/02/2003	SSL Web Server	www.ecconsultants.com	Redeem
6974	07/23/2003	SSL Web Server	www.ecconsultants.com	Redeem
6976	07/23/2003	SSL Web Server	www.ecconsultants.com	Redeem
7121	12/29/2003	SSL Web Server	www.ecconsultants.com	Redeem
7744	07/14/2004	SSL Web Server	www.ecconsultants.com	Redeem

5.6.4 Cancellation/Refund Policy

A *thawte* certificate can be cancelled within 30 days of issuance for that certificate and the funds will be placed back into your account.

A VeriSign Certificate can be cancelled within 30 days of issuance for that certificate and the funds will be placed back into your account.

Contact our Customer Support Team to cancel a certificate order. You can then work with your customer directly to cancel the certificate order on their end. *thawte* or VeriSign will credit your account with the dollar amount you were charged for the certificate and not the amount you charged your customer.

5.6.5 Revocation Policy

Certificates can only be revoked when the key pair has been compromised and can only be done by an administrator assigned to the organization's account. To revoke a certificate you must email our Customer Support team through our rapid response center and in the subject line you must state: Enterprise SSL Request for Revocation – Organization Name Here. You will then need to explain how the key pair was compromised. Our Customer Support team will then review the request to confirm it is legitimate and take the appropriate steps to revoke the certificate according to our WebTrust practices.

Note: Revocations are rare and are not the same thing as a cancellation.