



RESELLONE.NET

**ResellOne.net Provisioning System
Digital Certificates – User Guide**

February, 2006

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Introduction

1.1 Overview

The Web Certificate offering includes the entire suite of GeoTrust WebTrust Security products. This includes Rapid SSL, QuickSSL, and QuickSSL Premium certificates. All products are available through a provisioning system that allows you to sell and manage your digital certificates effectively.

1.2 Original coupon system

This offering replaces the old system for purchasing certificates and eliminates the need for coupons. The original coupon system was deprecated on August 18, 2003. You can no longer use the old system to purchase coupon codes or redeem them.

1.3 About this document

This guide provides information to help you purchase and manage digital certificates to best serve your customers' needs.

1.4 Audience

The target audiences for this document are ResellOne.net resellers that want to offer digital security products to their customers.

1.5 Terms and definitions

Digital Certificate

A digital certificate is an electronic "credit card" that establishes your credentials when doing business or other transactions on the Web. A certification authority (CA) issues the certificate. It contains your name, a serial number, expiration dates, a copy of the certificate holder's public key (used for encrypting messages and digital signatures), and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real. Digital certificates can be kept in registries so that authenticating users can look up other users' public keys.

SSL – Secure Socket Layer

The SSL protocol is the web standard for encrypting communications between users and web sites. Data sent via an SSL connection is protected by encryption, a mechanism that prevents eavesdropping and tampering with any transmitted data. SSL provides businesses and consumers with the

confidence that private data sent to a web site, such as credit card numbers, are kept confidential. Web server certificates are required to initialize an SSL session.

Rapid SSL (Digital Certificate)

A digital certificate for web servers, which is quickly generated from the time of order. Information entered into a user's browser can be transmitted securely to your customer's site. It can be registered from one to three years. It uses 128-bit SSL encryption. Intended for sites conducting low volume commerce.

QuickSSL (Digital Certificate)

A digital certificate for web servers, which is quickly generated from the time of order. This certificate authenticates the domain and not the organization. It uses 128-bit SSL encryption.

QuickSSL Premium (Digital Certificate)

A digital certificate for web servers, which includes a security site seal with a dynamic date and time stamp. It is quickly generated from the time of order. This certificate authenticates the domain and not the organization. Uses 128-bit SSL encryption.

CSR – Certificate Signing Request

A Certificate Signing Request is a text file generated by a Web server, which contains the following:

- Information about your organization (organization name, country, etc.).
- Your Web or WAP Server's public key GeoTrust will use the Certificate Signing Request to generate your signed digital certificate.

RWI 2 – Resellone.net Web Interface (RWI)

This is the web interface used to access the ResellOne.net Provisioning System (RPS).

API – Application Programming Interface

API is a language and message format used by an application program to communicate with the operating system.

Primary Contact

The Primary Contact is the first contact created for a user, and the user's username and password are sent to the Primary Contact. To change the Primary Contact, see [5.2 Updating your contact information](#).

1 Purchasing Concepts

2.1 RWI 2 services

The RWI 2 (Resellone.net Web Interface (RWI) provisions the Digital Certificates, WSB and DNS services. It does not provision domains; domains are provisioned using the RWI.

The RWI 2, and subsequently the steps involved in purchasing RWI 2 services, differ considerably from the process of purchasing domains.

Before using the RWI 2, there are four concepts with which you should become familiar: RWI 2 User, Orders, Order Items, and Services Sold.

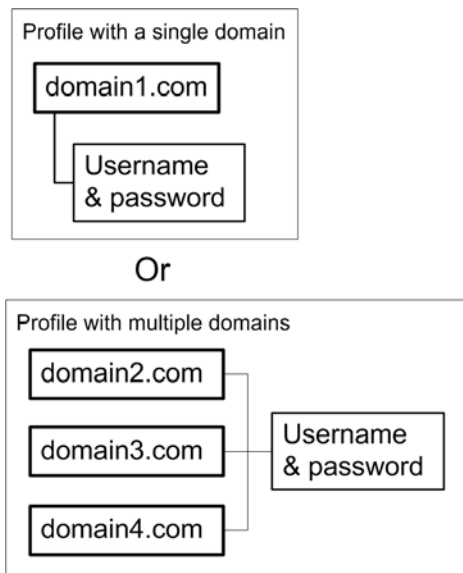
2.2 RWI 2 user

All transactions and order management activities for services in the RWI 2 (e.g. WSB, Digital Certificates, Managed DNS) are centered on a user. This user profile is not the same as your Reseller account information; it is required in addition to your Reseller account, and is specified after you have logged-in to the RWI 2.

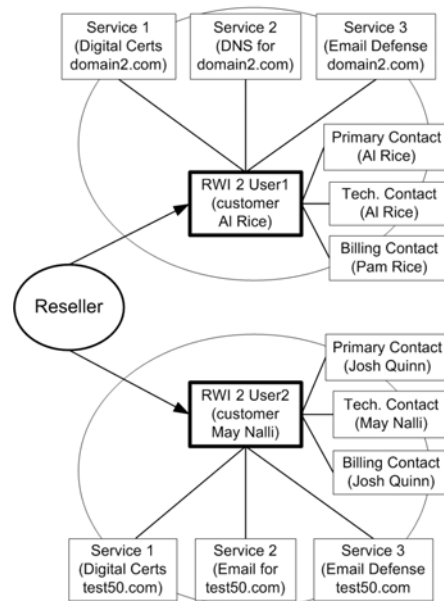
System structure for provisioning domains (RWI 2) vs. provisioning of RWI 2 services (e.g. Email, DNS, etc.)

The system for provisioning domains can be understood as being organized according to each domain. In order to manage a domain, you must search for the domain using its domain name and supply the username and password for managing that domain.

RWI 2: Provisioning system for Domains



RWI 2: Provisioning system for WSB, Managed DNS, and Digital Certificates



The provisioning of the WSB, Digital Certificates, and Managed DNS services is completely separate from the provisioning of domain registrations and management. As such, information regarding the products that you have purchased is not shared between the two systems. One of ResellOne.net goals is to integrate the two systems.

Organizing your orders and users

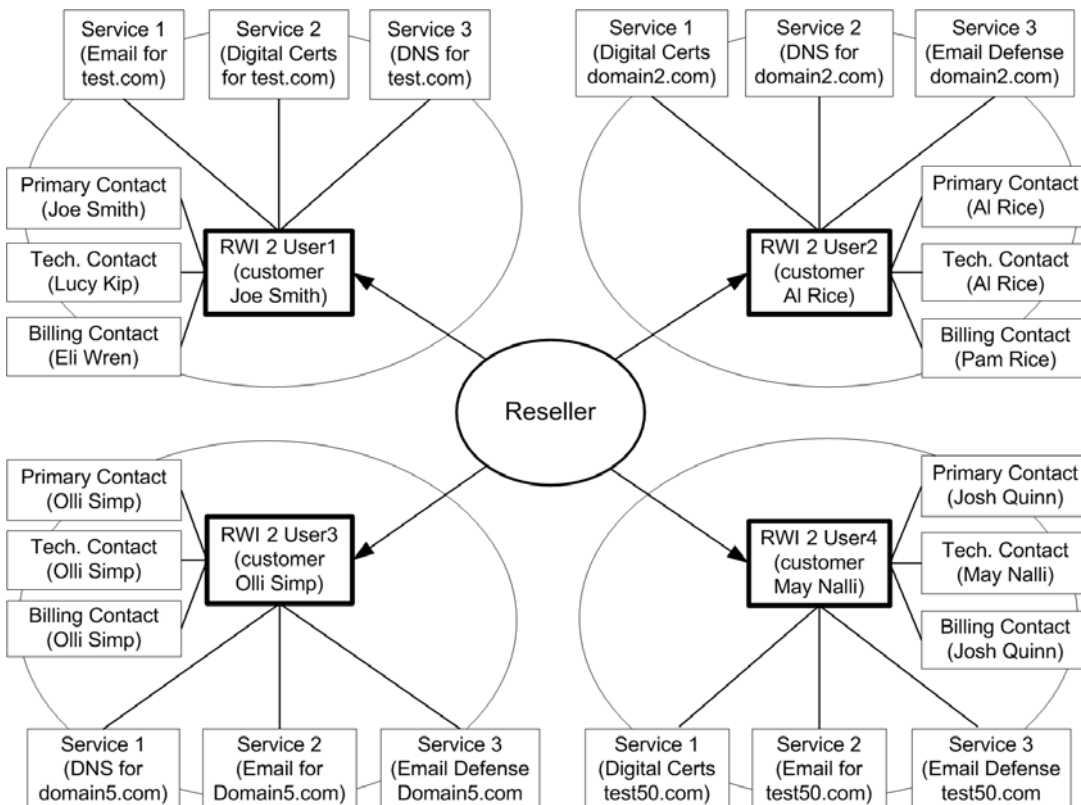
Each Reseller account can have any number of RWI 2 users associated with it. Having multiple RWI 2 users allows you to create one RWI 2 user profile for each of your customers, simplifying the organizing of customers and respective orders. Alternatively, you can purchase and manage services on behalf of all of your customers, and create a single RWI 2 user that you as a Reseller control. See the options below for a description of how you can organize your RWI 2 users and their orders.

All orders placed by any of the RWI 2 users associated with your Reseller account will be billed to your Reseller account.

Important: Regardless of how you choose to organize your customers and their orders, the username for each RWI 2 user that you create must be unique. For this reason, some RWI 2 usernames may have already been taken and are no longer available.

Option 1 – Multiple RWI 2 user profiles are used, one for each customer.

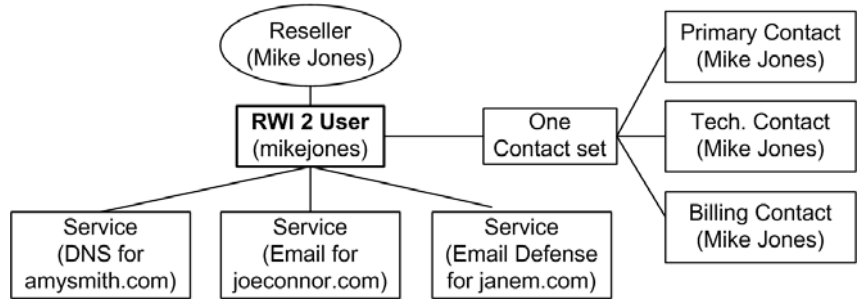
This option simplifies the management of your customers and their orders, and is useful if you don't have a customer management system.



Benefit: This approach allows you to have a customer-related contact set so as to keep all customer information together.

Option 2 – One RWI 2 user profile is used to manage all orders for all customers. Your contact data (Reseller’s) is used for all orders.

Use this option if you have your own customer management system and would like to make purchases on behalf of all of your customers.



Disadvantages

- You cannot filter customer information to view details regarding a specific customer.
- Unlike Option 1, you cannot use this approach to manage your customers (i.e. as a customer control panel).

RWI 2 user example

The first step of ordering a service requires that you specify the RWI 2 user upon whom the order will be based. You can do this by either creating a new RWI 2 user, or choosing an existing user. The image below shows the RWI 2 user selection stage of the purchase process. You need to be logged into the RWI 2, using your Reseller account, in order to see this page.



A – Use this area to create a new user for your new order.

B – Use this area to base your new order on an existing user. You can either enter the user’s name or search for that user.

Important: When choosing a password for an RWI 2 user profile, do not use special characters. Creation of a new user will fail if you attempt to submit "!", "@", or "#" in the password.

Usernames must be 1 – 256 characters; passwords must be 3 – 256.

2.3 Orders and Order Items

An order is similar to setting up a 'shopping cart' in that it contains individual products, or order items. Once an order has been created, you can add up to 20 order items to it. Once all the items have been added, you can then submit the order and send all order items in that order to process all at once

Order		Order Items
QuickSSL	1 Year	
QuickSSL Premium	2 Years	

2.4 Order Items vs. Services Sold

Once an order item has been processed and fulfilled, it becomes a service sold. Only order items that have been processed can be found under services sold.

To further understand the difference between orders and services sold, it is helpful to think of the difference between a purchase order for a product and the actual product that was delivered.

Note: These concepts also apply to the search functionality that will be discussed later in this document.

2 Accessing and Navigating the RWI 2 for Digital Certificate Management

3.1 Accessing the RWI 2

You can access the Digital Certificate Management System either through the RWI 2 or using the API.

Access using the API is described outside of this document in the *ResellOne.net TPP API Specification*. Access through the RWI 2 is described here.

In order to begin purchasing digital certificates, ensure that you have:

- Access to the Digital Certificate service URL:
<https://resellers2.ResellOne.net.net>
 - A username and password for your Reseller Login. This is the same as your current Reseller Login used to access the RWI 2.
1. Open your Web browser and go to the **Reseller Login** page. The **ResellOne.net Reseller Login** page opens.
 2. Type your username and password in the **Username** and **Password** fields.
 3. Click the **Reseller Login** button. The **User Management** page opens.

3.2 Navigating the RWI 2

There are four tabs in the Digital Certificate Management System that you will find useful in purchasing and managing your digital certificates: **Users**, **Orders**, **Services Sold**, **Digital Certificates**, and **Settings**.



Users tab

Create new, delete existing, or search for contacts and users. From these contacts or users, you can create orders for services.

Note: You cannot delete the Primary Contact, or contacts that have orders or purchases attached to them primary. Additionally, you cannot delete users that have contacts, orders, or purchases attached to them.

Orders tab

This is where you begin the process of purchasing a digital certificate. If you already have orders in the system you can search for Orders, Product Items, or Order Items.

Services Sold tab

Use this tab to search for Services that you've purchased, and to see your upcoming payments.

Digital Certificates tab

This tab is divided into two sections: **Orders** and **Services Sold**.

Orders: All actions under this section pertain only to the certificate Order itself. To manage your digital certificate orders, there are various View and Search options. Use the **Additional Information** link to access information relevant to the digital certificate process.

Services Sold: All actions under this section pertain only to Services Sold. In addition to being able to search for issued certificates, there is an area devoted to Renewal Management and another one for Tools.

Renewal Management provides options for managing digital certificate renewals by allowing you to:

- View certificates that are expiring and therefore up for renewal.
- Customize end user messages that will inform your customers of upcoming renewals.
- Renew certificates on behalf of your customers.

The Tools area gives you an option to parse CSRs prior to actually submitting your order to ensure that all the required information is there and accurate. This helps to make the processing of the order go more smoothly by eliminating errors caused by incomplete/inaccurate CSRs.

Note: See [7 Renewing Digital Certificates](#) and [4 Parsing CSRs](#) for more information regarding Renewal Management and CSR Parsing.

Settings tab

This tab contains various templates for system-generated email messages that are sent to you when certain actions occur during the certificate order process. These templates can be both edited and previewed. See [5.1 Configuring Email Message Templates](#) for further details.

3 Purchasing Digital Certificates

4.1 Contract term and purchase price

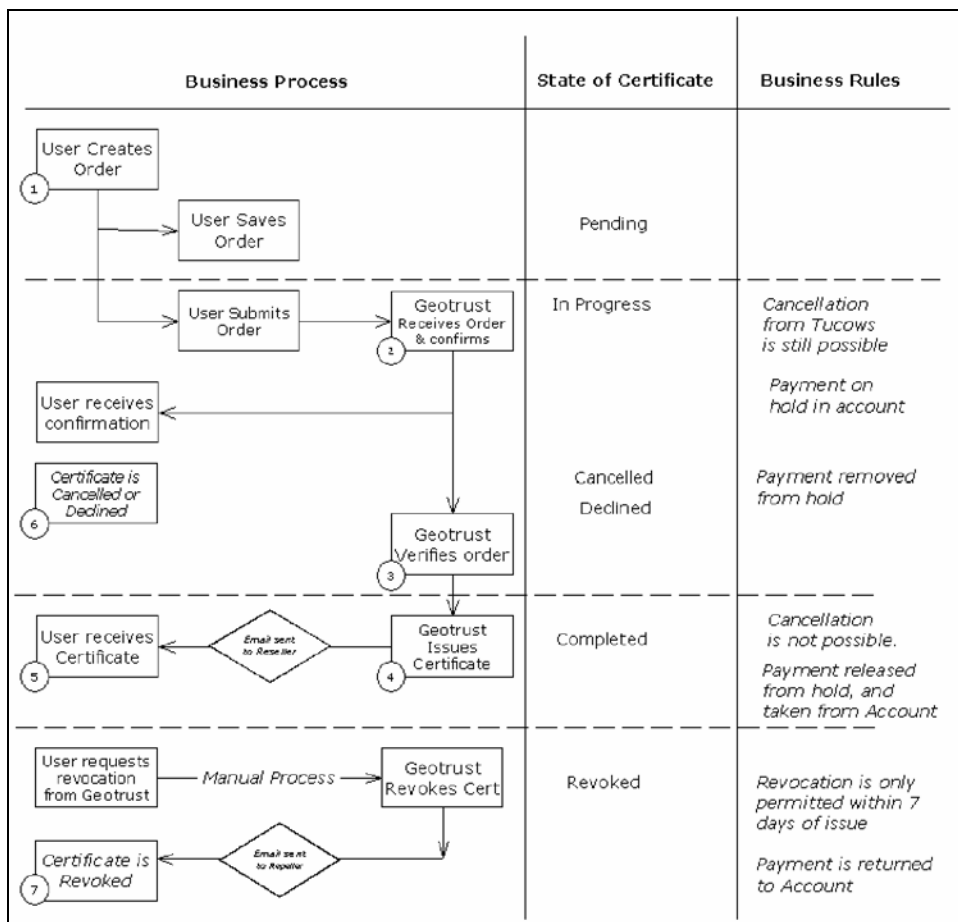
Digital Certificates can be purchased for a one, two, or three-year term. At the end of the term, you can renew the certificate. See [7 Renewing Digital Certificates](#).

To see the price chart: click the **Digital Certificates** tab, and then click **Digital Certificate Price Chart**, located in the **Additional Information** section.

4.2 The purchase process

The following diagram illustrates the steps involved in purchasing QuickSSL digital certificates.

Figure 2: The purchase process



Note: Renewals undergo a similar process, but are processed faster. See [7 Renewing Digital Certificates](#).

1. User creates order

You can place the order on behalf of your customer either through the RWI 2 or the API. The order can then be saved for later processing or submitted immediately.

ORDER STATE(S):

1. Pending (order was saved)
2. In Progress - (order was submitted immediately)

2. GeoTrust receives and confirms the order

Upon submitting the order, the system sends the information to GeoTrust. Once it has been received, ResellOne.net then sends via email, a confirmation of the order to the Admin contact supplied in the order. To customize this email message, see [5.1 Configuring email message templates](#).

ORDER STATE(S): In Progress

Note: For QuickSSL, an additional verification email is sent to the above-mentioned contacts requesting approval from an authorized contact.

3. GeoTrust verifies the order

Once a confirmation has been sent, GeoTrust then takes the information provided in the order and verifies it. For True Business products, there is additional verification of the organization that is applying for the certificate.

ORDER STATE(S): In Progress

4. GeoTrust issues the certificate

If the verification passes, GeoTrust then, via email, issues the certificate and accompanying installation instructions to the contacts specified in the original order (Admin, Billing and Technical).

ORDER STATE(S): Completed - Money is removed from your account.

5. Certificate is received

All contacts associated with the order receive a copy, by email, of the certificate.

ORDER STATE(S): Completed

6. Canceling a certificate

Once the order has been requested it can only be canceled while it is in progress, it cannot be canceled after it has been completed. The order can be canceled by:

- Yourself: If you decide that you no longer want the certificate.
- GeoTrust: If they cannot validate the order for whatever reason.
- ResellOne.net: Should you request assistance or if a problem is detected.

ORDER STATE(S): Canceled - Money is taken off of hold.

6b. Declining a certificate

Once GeoTrust receives the order request, they can decline it for the following reasons:

- An invalid CSR
- An invalid certificate approver where the approver does not match the domain for a given CSR.

ORDER STATE(S): Declined - Money is taken off of hold.

7. Refunding a certificate

Once the order has been fulfilled, it can no longer be canceled. Instead you must contact GeoTrust to have the order canceled. You can contact them either by email at support@geotrust.com or by phone at 866-436-8787. Upon refunding your certificate, GeoTrust will confirm by sending both yourself and your customer an email. Money for the certificate will be returned through ResellOne.net when the order is placed in the revoked state.

An order can be refunded by:

- Yourself: If you decide that you no longer want the certificate.
- GeoTrust: If they determine that the certificate was not properly issued or if the certificate was being misused (installed on more than a single server without permission).

Warning: You can only request a refund within seven (7) days from the date of fulfillment.

Note: For more information on the details of GeoTrust's Refund Policy, go to: https://rrc.ResellOne.net.com/wholesale_services/SecurityAndIdentity/refundpolicy

ORDER STATE(S): Revoked - Money is returned to your account.

4.3 Event logging

The following event logging will be included on the certificate orders. The logs are system generated so that you will understand the steps taken to fulfill the order related to both the system and GeoTrust. All events will be marked with a time and date stamp and associated error message will be included in the log where appropriate.

On Order Items (during the purchase process):

- Certificate request has being sent to supplier
- Certificate request has been accepted by supplier
- Supplier rejected the request
- Certificate request was canceled at supplier
- Certificate request was declined by the supplier

- Cert is revoked inventory item event
- Approver has approved Order
- Approver has rejected the Order
- Order was fulfilled (order event)

On Services Sold items (completed status)

- Certificate was issued
- Order was canceled by supplier (Revocation)

4.4 Purchasing RapidSSL, QuickSSL and QuickSSL Premium

1. Click the **Orders** tab.

To create an order for a new user:

Choose **Digital Certificate** from the **Create New Order For New User** drop-down list, then click the **Create** button. The **Create User for Order** page opens.

This page is divided into two areas:

Create User for Order

To create a new account, enter a username and password in the corresponding fields. Confirm the password by re-entering it in the space provided. Enter a description.

Primary Contact

You must define a primary contact that is associated with the new user that you have defined above. To do this, complete all of the contact information and click the **Continue** button to proceed with your order.

Note: Once you create a user profile, all contact information entered for that user will be associated with that profile. You should create a separate profile for each of your customers. Additionally, the Primary Contact will be available to you for all future orders so that you don't have to re-enter contact information.

To create an order for an existing user:

Type an existing username in the **Create Order For Existing User** field, choose **Digital Certificate** from the drop-down list, and then click the **Create** button.

To retrieve the username for a user that you have already created: click the **Find User** link. The **Please select user** page opens. Enter the search criteria and then click the **Search Users** button to retrieve that account.

In the **New Digital Certificate Order Form** page, your blank Order has been automatically created. This is the first of two forms that you must complete.

2. To add an Order Item to the Order, choose either **RapidSSL**, **QuickSSL** or **QuickSSL Premium** from the **Service** drop-down list.
3. For these specific products, you must also specify a domain name. Type the name in the **Domain** field.
4. Click the **Continue** button. The second page of the order form opens. See [Figure 6: Digital Certificates Order Form, QuickSSL](#).
5. Complete the form. See [Table 1: Digital Certificates Order Form elements](#) for more information about the fields in this form.
6. Once you've completed the form, you can either save your order to pending by clicking **Save to Pending**, or process your order and all of its items immediately by clicking **Submit Order For Processing**.

If you choose **Submit Order for Processing**, you can skip the remaining instructions.

Note: You do not need to fill out the CSR or Web Server information if you want to save your order to pending.

If you choose **Save to Pending**, the **Service Order** page opens with your item added to the overall order. From the **Service Order** page, you can either process your order or cancel it.

7. Choose either **Process** or **Cancel** from the drop-down list located at the bottom of the page, and then click the **Go!** button. When the item is sent to GeoTrust for processing, it will be updated to an event and assigned a Supplier Order ID.
8. To view the details of your order, click the number in the **Order Item ID** column. The **Order Item Details** page opens.

Once you have submitted your order, if enabled, a confirmation email is sent to the Admin Contact for your customer (to customize this message, see [5.1 Configuring email message templates](#)). This email will also advise that an additional email message will be sent to the specified Approver Email address for approval.

Figure 3: GeoTrust confirmation message to Admin Contact

```
Supplier OrderID: 1234

Thank you for your QuickSSL order. An email will be sent to <designated
approver> with instructions on how to approve your certificate request for
sampledomain1.com.

Sincerely,

Rapid Response Unit @ GeoTrust

*****
* For support issues please contact GeoTrust at: *
* e-mail: support@geotrust.com *
* Telephone: 866-GeoTrust (436-8787) Toll Free (United States) *
* Telephone: +1-678-942-0400 (International) *
* Fax: +1-770-360-9571 *
* Hours of Operation: M-F, 8:30am-5:30pm EST *
*****
```

Figure 4: GeoTrust approval message sent to designated approver

```
Dear Domain Administrator,

The person identified below has requested a QuickSSL certificate for:
https://sampledomain1.com

Applicant information:
Name: John Smith
E-mail: jsmith@sampledomain1.com
Phone: +1.4167894561

John Smith requests that you come to the URL below to review and approve
this certificate request:
https://custdev.geotrust.com/ssl/quickssl.do?pin=A600973671

If you have any questions, please contact the person identified above, or
geotrust support at
http://www.geotrust.com/customer_support.

Sincerely,

Rapid Response Unit @ GeoTrust

*****
* For support issues please contact GeoTrust at: *
* e-mail: support@geotrust.com *
* Telephone: 866-GeoTrust (436-8787) Toll Free (United States) *
* Telephone: +1-678-942-0400 (International) *
* Fax: +1-770-360-9571 *
* Hours of Operation: M-F, 8:30am-5:30pm EST *
*****
```

Once the designated Approver has approved the order, GeoTrust will then issue the QuickSSL certificate along with a link to their installation instructions page. If it is a QuickSSL Premium order, the message will also include a link to the seal installation instructions. This takes approximately 10 minutes from the time that the order request was received by GeoTrust, depending on when the approver approved the message. As part of that email message, there will be a link to a 'Subscriber Agreement'. Once the certificate is installed, your customer will automatically be bound to the terms of this agreement.

The ResellOne.net Provisioning System (RPS) will also send you an email notifying you that the certificate has been issued if you have this setting enabled in your profile.

Figure 5: GeoTrust completed order email, includes CSR

```

Congratulations! Your GeoTrust QuickSSL Web server certificate is pasted
below at the end of this message.

Certificate installation instructions for many popular web browsers are
located at:
    http://www.geotrust.com/quickssl/install/index.htm

If you have any questions related to the installation and delivery of
this certificate please email us at support@geotrust.com.

Sincerely,

Rapid Response Unit @ GeoTrust

*****
*   For support issues please contact GeoTrust at:                               *
*   e-mail:      support@geotrust.com                                           *
*   Telephone:   866-GeoTrust (436-8787) Toll Free (United States)             *
*   Telephone:   +1-678-942-0400 (International)                               *
*   Fax:         +1-770-360-9571                                               *
*   Hours of Operation: M-F, 8:30am-5:30pm EST                                *
*****

Your Web Server Certificate:

-----BEGIN CERTIFICATE-----
VQQLEXRdDXN0b21lcjBEZXXZlbG9wbWVudDEcMBoGA1UEAxMTR2VvVHJlc3QgVGVz
VQQGEWJDQTEfMBoGA1UEChMWamFja21lcGMudGVzdGluZzMyMS5jYTFYMFYGA1UE
CxNPQnVzaW5lc3MgUmVnaXN0cmF0aW9uOiBodHRwczovL2JldGEuc2VydmljZXMu
dCBDbTVMgMTAeFw0wMzA3MTQxNTE0NDdaFw0wMzA3MjExNTE0NDdaMIH+MQswCQYD
Y2hvaWNlcG9pbmV0L2dldC5qc3A/Mjg5OTgwNjg3MDEwMC4GA1UECXMnU2Vl
IHD3dy5nZW90cnVzdC5jb20vcXVpY2tzc2wvY3BzICHjKTAzMSEwHwYDVQLExhE
b21haW4gQ29udHJvbCBWYWxpZGF0ZWQxH2AdBgNVBAMTFmhpY2tpZXBjLnRlc3Rp
bmczMjEuY2EwXDANBgkqhkiG9w0BAQEFAANLADBIAkEAumolP0wREZOWL9MyXEm
mT34oOzBm1+6eNxWFnzPjqd5mH4dRskHzP0NqMs0RkT4lWdZAZwL0Vr6SaC6BCi4
HQYDVR0OBBYEFavKhlKt2af+6LI8NgKTbtpSrAWQMhSGA1UdHwR0MHwOaA3oDwk
MzAxMRwDwYDVQQKEWhHZW9UcnVzdDEcMBoGA1UEAxMTR2VvVHJlc3QgVGVzdCBD
TVMgMTAloD0gMYyvaHR0cDovL2Ntc3Byb3h5ZGV2Lmdlb3RydXN0LmNvbS9jcmxz
KoZIHvcNAQECEBQADggEBAFLJh9uLQtwhPnDIUPi0v0817o1UyVDNIAHBchBx10n9
4PprHKEBaaQzbo5GQG0DXk8cmY3SWyN0UARBigXOcaGYp2mrQZQi4W3mpw2nXRWC
Gv6+sVw8e1JWKUPYLZ1AWVOL113v8eKEBXWjESv2c/fTuzEnhthCKp3ffGQZfONn
xmOGwZS23ttRB/FNh2m/QnclHb/2kXegTaKOLtTCaRekpk1q4p0I703OSVzkRCoZ
DwiqHVrER3m3q0yQpvlorWJaeNHL7C4PK0Qpx1BEKzo=
-----END CERTIFICATE-----

```


4.5 Digital Certificates Order Form Elements

This is a breakdown of the second page of the **New Digital Certificate Order Form**, which you must complete in order to purchase a digital certificate. All fields are mandatory, except the **Special Instructions** field.

Item	Description
Product Information	
Service	Displays the name of the digital certificate that you selected (RapidSSL, QuickSSL, QuickSSL Premium)
Domain	For QuickSSL orders only. Displays the name of the domain with which you are associating the order. This is the domain specified on the first page of the order form.
Approver Email	<p>From the drop-down list, you must select an email address of the individual that can approve the QuickSSL order. GeoTrust will send the approver email to the address that you chose. This email is domain authenticated for the domain specified above. The first two email addresses are taken directly from the whois record. They are:</p> <ul style="list-style-type: none"> ▪ The Registered Domain Admin contact ▪ The Registered Tech contact <p>The remaining addresses are generic and are generated automatically. They are:</p> <ul style="list-style-type: none"> ▪ admin@<domain> ▪ administrator@<domain> ▪ hostmaster@<domain>root@<domain> ▪ ssladmin@<domain> ▪ sysadmin@<domain> ▪ webmaster@<domain> ▪ support@geotrust.com <p>Note: If an email is sent to the support@geotrust.com address, the digital certificate process will be a lot slower. The email message that is sent to the admin contact when a Quick SSL order is processed includes the approver email address. This alerts the admin contact as to where the order approval request was sent.</p>
Period	<p>From the drop-down list, choose the number of years for which you want to purchase the certificate. You can choose 1, 2, or 3 years.</p> <p>Note: Purchasing digital certificates in multi-year terms can reduce the cost per year. Please review the information in the ResellOne.net Reseller Resource Center for details.</p>
Server Count	This feature authorizes you use the same certificate on multiple servers. You will be charged the cost of one certificate for each server. For example, if you choose 10

	from the Server Count drop-down list, you will be charged for 10 certificates.
Admin Contact	<p>If you have already created a contact, it will appear in the drop-down list beside Admin Contact. To select an existing contact, choose that contact from the drop-down list, and all information will populate into the contact fields.</p> <p>If it is a new contact, you must fill in the information for each of the fields listed.</p>
Billing Contact	<p>If you have already created a contact, it will appear in the drop-down list beside Billing Contact. To select an existing contact, choose that contact from the drop-down list. All information is populated into the contact fields.</p> <p>To populate this contact information with the same information as the Admin Contact, choose Same as Admin Contact from the drop-down list.</p> <p>If it is a new contact, you must fill in the information for each of the fields listed.</p>
Tech Contact	<p>If you have already created a contact, it will appear in the drop-down list beside Tech Contact. If you want to select an existing contact, click the contact of your choice from the list and all information will populate into the contact fields.</p> <p>To populate this contact information with the same information as the Admin or Billing Contact, choose Same as Admin Contact or Same as Billing Contact from the drop-down list.</p> <p>If it is a new contact, you must fill in the information for each of the fields listed.</p>
Certificate Signing Request Information	
CSR	<p>In the allocated space, provide the CSR for the Web server that will be using the digital certificate. GeoTrust will use this information to generate the digital certificate. For instructions on how to create a CSR, click the CSR Generation instructions link.</p> <p>Note: You do not need to fill out the CSR or Web Server information if you want to save your order to pending.</p>
Web Server	From the drop-down list, select the type of Web server that will be using the digital certificate. Along with the CSR, GeoTrust will use this information to generate the digital certificate.
Special Instructions	Enter any special instructions that you want GeoTrust to be aware of for this order.

Note: If one of the contacts you've added is missing, it usually means that information is missing for that contact type. For example, if a contact does not have an organization name, that contact will not be available in the Organization Contact list.

4 Parsing CSRs

In order to minimize orders that get declined as a result of incorrect CSRs, this tool allows you to parse the CSR while the order is either pending or processing. You can then see the information contained in the CSR, and receive specific errors related to it.

Upon processing an order or placing an order into pending, ResellOne.net parses the CSR.

Please note that a Parse CSR API command is also available.

1. Click the **Digital Certificates** tab.
2. In the **Tools** section under **Services Sold**, click the **Parse Certificate Signing Request (CSR)** link. The **Parse Certificate Signing Request (CSR)** page opens.
3. Copy the CSR that you want to use for your digital certificate order in the space provided.
4. Click the **Parse** button. The system parses the CSR and returns the following details:

Domain – The name of the domain for which the digital certificate is being purchased.

Organization – The name of the organization associated with digital certificate purchase.

Organization Unit – If applicable, the name of the specific department/unit within the organization that is associated with the certificate purchase.

Locality – The city, town, region, *etc.* where the organization is located.

Country – The name of the country where the organization resides.

State – The state or province where the organization resides.

Unsupported Extensions – This displays any extensions that may be included in the CSR that GeoTrust does not support. If there are such extensions, the CSR will be declined.

Valid QuickSSL – This indicates whether the CSR is valid for a QuickSSL digital certificate.

7 Reissuing a Digital Certificate

Reissuing a Digital Certificate is the process whereby a new certificate is issued to replace an existing certificate. Reasons for a reissue include:

- Upgrading or changing server software or operating platform
- Changing hosting company or ISP
- Existing private key has been lost, destroyed, or RWI 2se inadvertently overwritten

In August 2004, GeoTrust replaced their seven-day reissue policy with a new policy that includes free reissues for all valid GeoTrust SSL certificates. This includes all digital certificates ordered and managed through ResellOne.net Provisioning System.

Note: Certificates can only be reissued if the domain name for which it was issued has not changed. Reissued certificates are valid for the duration remaining on the originally purchased certificate.

8.1 Requesting a Digital Certificate Reissue

When requesting a reissue, the same contacts and domain name associated with the original certificate must be used for the new certificate.

To get a reissue on a QuickSSL certificate:

Please visit <https://products.geotrust.com/geocenter/reissuance/reissue.do>

You will be asked for three pieces of information:

1. **Your Server DNS Name** – the domain for which the cert was issued
2. **Email Address** – any email address on the original order
3. **Digital image** – for security measures, you will be asked to enter in the four-digit number displayed on screen.

Once the information is submitted, a confirmation request will be sent to the tech contact on the certificate order.

8 Settings

From the **Settings** tab, you can configure email message templates that are sent both to yourself and to the end-user regarding various items during the order and renewal processes. In addition, you can manage all of your contacts from here.

9.1 Configuring email message templates

1. Click the **Settings** tab.
2. Click **Configure E-mail Message Templates**. A page listing all of the message templates opens.

Users Orders Services Sold Email Digital Certificates DNS Settings Logout	
Description	Enable
General Order Processing Messaging	
Reseller notification of order failure due to insufficient funds	<input checked="" type="checkbox"/> Edit Preview
Reseller notification of general order failure	<input checked="" type="checkbox"/> Edit Preview
General End User Messaging	
User name and Password Message sent to Primary Contact	<input type="checkbox"/> Preview
General Renewal Messaging	
Reseller Daily Upcoming Renewal Reminder	<input checked="" type="checkbox"/> Edit Preview
Digital Certificate Order Processing	
Message to Reseller when QuickSSL approver rejects the order	<input checked="" type="checkbox"/> Edit Preview
Message to Reseller when Geotrust revokes the certificate	<input checked="" type="checkbox"/> Edit Preview
Message to Reseller when Geotrust cancels the order	<input checked="" type="checkbox"/> Edit Preview
Message to Reseller when Geotrust completes the order	<input checked="" type="checkbox"/> Edit Preview
Message to Admin Contact when QuickSSL certificate order is processed	<input type="checkbox"/> Edit Preview
Message to Admin Contact when True Biz ID certificate order is processed	<input type="checkbox"/> Edit Preview
Digital Certificate Renewal Messaging	
Renewal reminder email 60 days before expiry date	<input type="checkbox"/> Edit Preview
Renewal reminder email 30 days before expiry date	<input type="checkbox"/> Edit Preview
Renewal reminder email 10 days before expiry date	<input type="checkbox"/> Edit Preview
Renewal reminder email at expiry date	<input checked="" type="checkbox"/> Edit Preview
Renewal reminder email 10 days after expiry date	<input checked="" type="checkbox"/> Edit Preview
Monthly Billing Messaging	
Upcoming Monthly Charges Notification to Customer	<input checked="" type="checkbox"/> Edit Preview
Message to Reseller when Monthly Payment Fails	<input type="checkbox"/> Edit Preview
DNS Messaging	
Message to End User when DNS order has been processed.	<input checked="" type="checkbox"/> Edit Preview
Message to Reseller when DNS order has been processed.	<input checked="" type="checkbox"/> Edit Preview
<input type="button" value="Submit"/>	

Five sections on this page pertain to Digital Certificates:

General Order Processing Messaging contains message templates for things that happen during the order process and are applicable to any product.

General End User Messaging contains message templates for general messages that are sent to the end-user and are applicable to any product. They are not specific to Digital Certificates.

General Renewal Messaging contains message templates for renewals in general, not product specific renewals.

Digital Certificate Order Processing contains message templates for things that happen during the order process itself.

Digital Certificate Renewal Messaging contains message templates that are reminder notices sent to Registrants for upcoming renewals.

The following message is enabled and cannot be disabled or edited:

- **User name and Password Message sent to Primary Contact**

The following messages are enabled and cannot be disabled; however they can be edited:

- **Message to Admin Contact when QuickSSL certificate order is processed**

3. To activate a message, click the **Enable** checkbox beside that message description.
4. To preview a message, click **Preview** beside the message description. Click the **Back** button when done.
5. To make changes to a message template, click **Edit** beside the message description. In the **Edit** page, make any changes.

Depending on the message you select for editing, certain fields are available for you to change. These fields appear in edit mode. Each field that is available for editing contains suggested placeholders and/or text that you can change if necessary. The contacts that you create are useful when editing the **To**, **CC**, and **BCC** fields. See [5.2 Managing Reseller Contacts](#) for information on how to create/edit contacts.

Note: All placeholders available for editing are listed on the right side of the page. To view the description of a placeholder, click the placeholder link; a dialog box listing the Place Holder Name, Sample Value, and Description opens.

6. Once you have made your changes, click the **Save** button. The **Preview** page opens. If you don't want to save your changes, click **Cancel** to cancel them. Or, if you want to return to the default values, click **Reset**.
7. From the **Preview** page, you can choose to either keep your changes by clicking **Confirm** or make further changes if you are unsatisfied by clicking **Back**.

9.2 Updating contact information

Once created, email addresses for contacts can be used to customize message templates. The following steps describe how to edit existing contacts or create new ones.

1. Click the **Settings** tab.
2. Click **Manage Reseller Contacts**. The **Contacts** page opens.
3. From the **Contacts** page, edit the existing **Billing**, **Technical**, **Certificate**, **Renewal**, or **Bounce** contacts, or create a new contact.

To edit one of the existing contacts: click **Edit**. The **View Contact Details** page opens. Make changes to any one of the contact fields presented and click **Save** to accept your changes or **Reset** to restore the original information.

To create a new contact: click **New**. The **Create Contact** page opens. From here, fill in all of the contact information requested and click the **Create Contact** button.

4. Click the **Save Changes** button when done.

9.3 Managing renewal preferences

The following steps describe how to enable or disable a renewal daily report. When enabled, the report is sent to you even if you don't have any upcoming renewals.

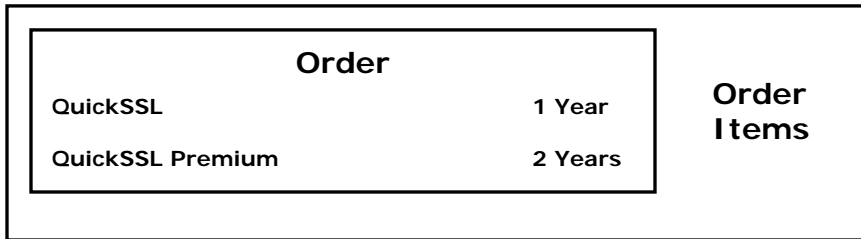
1. Click the **Settings** tab.
2. Click **Manage Renewal Preferences**. The **Daily Reports** page opens.
3. By default, the report is enabled. If you do not want the report to be sent to you, click the **Enable** checkbox to clear the checkmark.
4. Click the **Submit** button.

9 Viewing and Searching Digital Certificate Order Information

When searching for digital certificate order information, you can search for Order Items or Services Sold.

Orders vs. Order Items

An Order is similar to a 'shopping cart' in that it contains individual products, or Order Items. In order to purchase digital certificates, you must first create an Order, and then add Order Items to that Order. You can add up to 20 items to one Order. Once all the items have been added, you can then submit the Order and send all Order Items in that Order to process all at once.



Order Items vs. Services Sold

Once an Order Item has been processed and fulfilled, it becomes a Service Sold. A Service Sold can still be found using an Order Items search, but only those Order Items that have been processed can be found under Services Sold.

10.1 Searching for Digital Certificate Order Items

Order Items are any digital certificates that you have ordered regardless of the state of the order.

1. Click the **Digital Certificates** tab.
2. From the **Search** section under **Orders**, click the **Search Certificate Order Items** link. The **Search Order Items** page opens.

Search Order Items

Service Category: Digital Certificate Note: To search more than one Service Category [click here](#)

Username:

Order Item Type:

Order ID:

Order Item ID:

Status:

Description: E.g. *domain.com, *@domain.com, name@domain.com. Examples may not apply to all services.

Contact First Name:

Contact Last Name:

Contact Organization:

Contact Email:

Contact Phone:

Creation Date: From: To:

Processing Date: From: To:

Fulfillment Date: From: To:

Supplier Order Id:

Service:

Domain Name: if CSR parsed

3. Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional.
4. Click the **Perform Search** button. Search results are returned at the bottom of the page.

To sort your search results: click either the **Service Category**, **Username**, **Order ID**, **Order Item ID**, **Service**, **Description**, **Status**, **Type**, or **Creation Date** column headings.

To view Order details: click the number in the **Order ID** column. Details are listed at the bottom of the page. See [Table 2: Order Details page](#) for more information.

To view Order Item details: click the number in the **Order Item ID** column. Details are listed at the bottom of the page. See [Table 3: Order Item Details page](#) for more information.

Note: If the order is in progress, canceled, refunded or completed, you cannot edit any information on this page. If the order is in any one of these states, a log of events is displayed.

10.2 Searching for Order Items according to status

There are several options for viewing digital certificate Order Items with corresponding actions that can be taken from each view. Choose from one of the following views:

- Pending
- In Progress
- Completed
- Refunded
- Declined
- Canceled

1. Click the **Digital Certificates** tab. In the **Order Item Views** section, click an order status option, e.g. **Pending**. The **Search Order Items** page opens.

Search Order Items	
Service Category:	Digital Certificate <small>Note: To search more than one Service Category click here</small>
Username:	<input type="text"/>
Order Item Type:	All <input type="button" value="v"/>
Order ID:	<input type="text"/>
Order Item ID:	<input type="text"/>
Status:	Pending <input type="button" value="v"/>
Description:	<input type="text"/> <small>E.g. *domain.com, *@domain.com, name@domain.com. Examples may not apply to all services.</small>
Contact First Name:	<input type="text"/>
Contact Last Name:	<input type="text"/>
Contact Organization:	<input type="text"/>
Contact Email:	<input type="text"/>
Contact Phone:	<input type="text"/>
<input type="checkbox"/> Creation Date:	From: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2000 <input type="button" value="v"/> To: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2020 <input type="button" value="v"/>
<input type="checkbox"/> Processing Date:	From: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2000 <input type="button" value="v"/> To: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2020 <input type="button" value="v"/>
<input type="checkbox"/> Fulfillment Date:	From: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2000 <input type="button" value="v"/> To: Jan <input type="button" value="v"/> 1 <input type="button" value="v"/> 2020 <input type="button" value="v"/>
Supplier Order Id:	<input type="text"/>
Service:	All <input type="button" value="v"/>
Domain Name:	<input type="text"/> <small>if CSR parsed</small>
<input type="button" value="Perform Search"/>	

2. Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional.
3. Click the **Perform Search** button. Search results are returned at the bottom of the page.

To sort your view results: click the **Service Category**, **Username**, **Order ID**, **Order Item ID**, **Service**, **Description**, **Status**, **Type**, or **Creation Date** headings.

To view Order details: click the number in the **Order ID** column. Details are listed at the bottom of the page. See also [Table 2: Order Details page](#).

To view Order Item details: click the number in the **Order Item ID** column. Details are listed at the bottom of the page. See [Table 3: Order Item Details page](#) for more information.

Note: The information displayed is virtually the same for all views, with some differences according to the view that you selected.

To create a new order from a Declined order: from the **Declined Orders** view, click the ID number in the **Order Item ID** column. From the **Order Item ID #** page, click the **Create** button beside **new order for this cert request**, located at the bottom of the page.

10.3 Searching Digital Certificate Services Sold

Choose this search option to view completed certificate purchases.

1. Click the **Digital Certificates** tab.
2. In the **Search** section below **Services Sold**, click the **Search Certificate Services Sold** link. The **Search Services Sold** page opens.
3. Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional.
4. Click the **Search Services Sold** button. Search results are returned at the bottom of the page.

To sort your search results: click the **Service Category**, **Username**, **Service Sold ID**, **Service**, **Description**, **Status**, or **Expiry Date** column headings.

To view Service Sold details: click the number in the **Service Sold ID** column. Details are listed at the bottom of the page.

10.4 Searching for all Orders, Order Items, or Services Sold

You can search for Orders, Order Items, or Services Sold for other services (e.g. Email, DNS Management) in addition to Digital Certificates.

To Search for all Orders: click the **Orders** tab, then click **Search Orders** link. Use the form to refine and run your search.

To Search for all Order Items: click the **Orders** tab, then click **Search Order Items** link. Use the form to refine and run your search.

To Search for all Services Sold: click the **Services Sold** tab, then click **Search Services Sold** link. Use the form to refine and run your search.

10.5 Order Details Page

Once you've searched for Order Items, you can use the search results to access the details for a particular order.

To view Order details: search for order items; see [6.1 Searching for Digital Certificate Order Items](#), or [6.2 Searching for Order Items according to their status](#). From the **Search Result** section in the **Search Order Items** page, click an ID number in the **Order ID** column. The **Service Order** page opens.

The Service Order page is divided into two areas: **Service Order** and **Order Items**, and is described in the following table.

Item	Description
Service Order	
Order ID	This is the unique number that the system has assigned to the Order itself. Note: Remember that an Order is similar to a shopping cart. Once created, you can then add Order Items to it.
User	Displays the user profile name that you either selected or created to place your Digital certificate order. You can click the name to open the User Record page. From this page you can view: <ul style="list-style-type: none"> ▪ Details about the user ▪ Contacts associated with the user (click View Contacts) ▪ Orders for the specified user (click View Orders)
Order Status	Displays the status of the Digital Certificate, which can be Pending, In Progress, Completed, Refunded, Declined, or Canceled .
Order Price	Displays the total price of the Order, which includes the sum of all the Order Items.
Creation Date	The date and time that the Order was created.
Last Updated	The date and time that the Order was last updated.
Order Items	
Order Item ID	This is the unique number assigned to the Order Item. Click this number to open the Order Item Details page. See Table 3: Order Item Details page for more information.

Item	Description
Reference ID	Not applicable for digital certificates.
Service Category	In this case, the Service Category is Cert for Digital Certificates.
Service	In this case, the Service is the type of certificate, <i>e.g.</i> QuickSSL
Status	Displays the status of the order, which can be Pending, In Progress, Completed, Refunded, Revoked, Declined, or Canceled.
Type	The order item type can be New or Renewal.
Price	The price of that particular Order Item.
Creation Date	The date and time that the Order was created.
Last Updated	The date and time that the Order was last updated.
Action	If the order item is pending, the possible action will be Cancel. For any other Order Item status, NA is displayed, indicating that no action is available.

10.6 Order Item Details Page

Once you've searched for order items, you can use the search results to access the details for a particular order item.

To view Order Item details: search for order items; see [6.1 Searching for Digital Certificate Order Items](#), or [6.2 Searching for Order Items According to Their Status](#). From the **Search Results** section in the **Search Order Items** page, click an ID number in the **Order Item ID** column. The **Order Item ID** page opens.

Item	Description
Order Item ID #	
Order ID	This is the unique number that the system has assigned to the Order to which you added Order Items. Click the number to open the Service Order page. See 4.3 Order Details for more information on this page.
Service Category	In this case, the Service Category is Cert for Digital Certificates.

Item	Description
Period	The number of years for which the digital certificate was purchased.
Server Count	The number of servers for which this certificate was purchased. One certificate can be used on up to 10 servers.
Item Status	The status of the completed order, i.e.: <ul style="list-style-type: none"> ▪ Pending ▪ In Progress ▪ Completed ▪ Refunded ▪ Declined ▪ Canceled
Item Type	The type of Order Item, either Downgrade , New , Renewal , or Upgrade .
Item Price	The price of the Order Item.
Creation Date	The date and time that the Order Item was created.
Last Updated	The date and time that the Order Item was last updated.
Contacts	
Displays the contact information for the owner of the Email account.	
Certificate Product Data	
Product Type	The type of digital certificate, i.e. QuickSSL
Supplier Order ID	The unique number that GeoTrust assigns to the Order Item.
Approver Email	The email address of the individual who was selected to approve the certificate order. This is only applicable to QuickSSL certificates.
CSR	Displays the Certificate Signing Request information. If possible, the CSR will be parsed.
Web Server	Displays the type of web server on which that the digital certificate will be used.
Special Instructions	Displays any instructions that you want to send to GeoTrust.
Creation Date	Displays the date and time that the order item was created.

Item	Description
Processing Date	Displays the date and time that the order item was sent to GeoTrust for processing.
Events	Displays a log showing each activity in the processing of the order.
Fulfillment Date	Displays the date and time that the order item was fulfilled by GeoTrust.

10 Renewing Digital Certificates

Before renewing a digital certificate, you should determine your messaging requirements for sending to the certificate owner. The system has several messages that you can choose from to send email messages to your customers reminding them that their digital certificates are coming up for expiry should they want to renew them.

To view and configure messages for your customers: click the **Digital Certificates** tab, then click **End User Message Customization** to open the list of message-templates. Refer to [5.1 Configuring email message templates](#) for details.

1. Find the digital certificate that you want to renew.

To find a certificate expiring in the next 60 days:

Click the **Digital Certificates** tab. In the **Renewal Management** section, click a timeframe option below **View Certificates**, e.g. **Expiring in 60 – 31 days**. Certificates expiring during that timeframe are listed.

To find a certificate using multiple search criteria:

a. From the **Digital Certificates** tab, click **Renew a Certificate**. The **Search Services Sold** page opens.

b. Use the fields and drop-down lists to refine your search. To search for all active digital certificates available for renewal, leave all fields blank. Or to refine your search, define several or all the following criteria:

Service Category – From the list, choose **Digital Certificate**.

Username – Enter the username associated with the digital certificate.

Service Sold ID – Enter the specific ID that is assigned to the digital certificate order once it has completed.

Status – Only digital certificates with a status of **Active** are eligible for renewal. Digital certificates with a status of **Renewed**, **Reversed**, **Expired**, **Revoked**, or **Renewal in progress** cannot be renewed.

Description – Enter the common name associated with the digital certificate purchase.

Contact First Name – Enter the first name of any contact associated with the digital certificate purchase.

Contact Last Name – Enter the last name of any contact associated with the digital certificate purchase.

Contact Organization – Enter the organization name of any contact associated with the digital certificate purchase.

Contact Email – Enter the email address of any contact associated with the digital certificate purchase.

Contact Phone – Enter the phone number of any contact associated with the digital certificate purchase.

Expiration Date – Click this box and select a date range to search digital certificate purchases by the date they expired.

Note: More information will generate more precise search results; however, all fields are optional.

c. Click the **Search Services Sold** button. The search results are displayed below the search criteria.

To sort your search results: click the **Service Category, Username, Service Sold ID, Service, Description, Status, or Expiry Date** column headings.

To view service sold details: click the number in the **Service Sold ID** column.

To update your renewal settings: in the **Renewal Settings** column, select either **Normal** or **Let Expire**.

Normal - This setting means that regular renewal messaging applies.

Let Expire - This setting will let the digital certificate expire without renewing it and no renewal messages will be sent.

2. To renew a digital certificate, click the **Renew** link, located in the **Action** column, beside the certificate. The **Renew Digital Certificate** page opens.

Note: Only digital certificates with a status of **Active** are eligible for renewal. Once a digital certificate is expired, it can no longer be renewed.

3. Depending on what type of digital certificate you are renewing, you can renew to the same type or a different one. Choose the digital certificate type that you want to renew to from the **New Certificate** drop-down list. The following table outlines the choices available to you for renewal based on the type of digital certificate you are renewing.

Digital Certificate Type	Renew To
QuickSSL	QuickSSL QuickSSL Premium
QuickSSL Premium	QuickSSL Premium QuickSSL

4. Click **Continue**. The **Certificate Type Confirmation** page opens.

5. If you do not want to proceed, click **Cancel**. To proceed, click **Confirm**. The **Renew Digital Certificate Order Form**, which contains all the information from the original order, opens. This information can be edited.

Note: This form is the same as the original order forms for purchasing QuickSSL products. Refer to [3.3 Purchasing QuickSSL and QuickSSL Premium](#), for details on these forms.

6. All original information is associated with the new order; you can edit the information if necessary. Once you have completed the form, click **Submit Order for Processing**. The **Service Order** page opens.

Note:

- You can increase or decrease the number of servers that will be using this certificate using the **Server Count** drop-down list on the order form. If you increase the number of servers, you will be charged for one for certificate for each additional server.
- If your Web server type is Microsoft IIS Web Server, the CSR information from last year cannot be used for the renewal certificate. You will need to regenerate your CSR and paste it into the renewal order form. Click the **CSR Generation Instructions** link in the Digital Certificate order form for information on how to generate a Renewal CSR for Microsoft IIS.

11 Exceptions to Real-Time Processing

Orders for the Digital Certificates service are processed in real-time, whenever possible. If the provider for a particular service is temporarily unavailable, the system will monitor and/or resubmit that request until the order completes. That order item will not be put in pending state.

Order items that have been processed asynchronously (i.e. processed after a short delay) will be listed in a queue summary so that Resellers can review processed queued items, and determine if any follow-up actions with their customer are needed. Once Resellers have resolved any issues for an item, they can acknowledge the item to remove it from the list of queued items. Items that have been removed from the queue summary can always be retrieved using the RWI 2 by querying the queue history.

Note: Asynchronous processing happens very rarely. In most cases, orders will be processed when submitted.

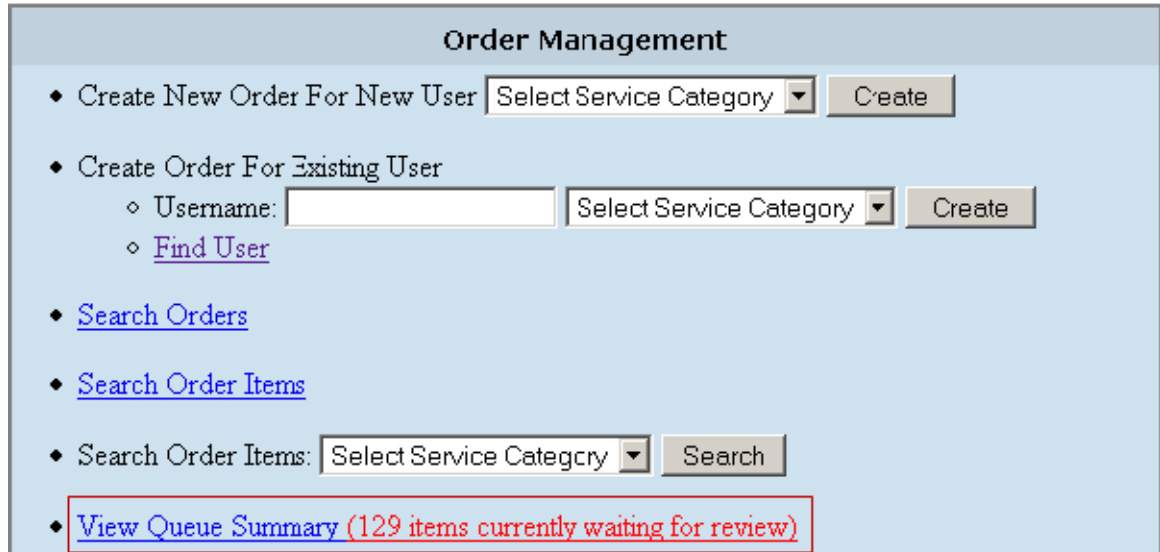
12.1 Viewing the list of your queued items

Items that were processed asynchronously are placed in a queue, and listed on the **Queue Summary** page in the RWI 2. You can access the queue summary from either the **Services Sold Management** page, or the **Order Management** page.

The queue summary is intended to help Resellers manage the asynchronously processed order items that they need to act on. If you have taken action on an order item, e.g., contacted the customer, you can acknowledge it, which will remove it from the queue summary.

To view the queue summary:

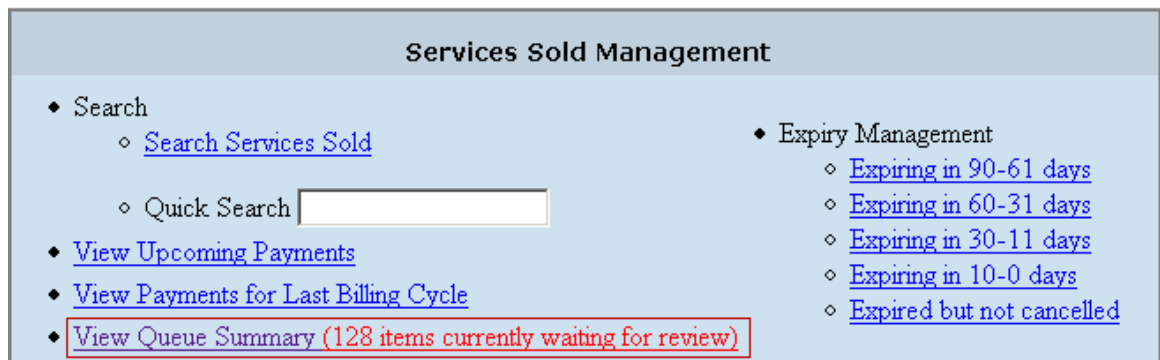
1. In the RWI 2, click either the **Orders** tab or the **Services Sold** tab.



Order Management

- ◆ Create New Order For New User
- ◆ Create Order For Existing User
 - ◇ Username:
 - ◇ [Find User](#)
- ◆ [Search Orders](#)
- ◆ [Search Order Items](#)
- ◆ Search Order Items:
- ◆ [View Queue Summary \(129 items currently waiting for review\)](#)

or



Services Sold Management

- ◆ Search
 - ◇ [Search Services Sold](#)
 - ◇ Quick Search
- ◆ [View Upcoming Payments](#)
- ◆ [View Payments for Last Billing Cycle](#)
- ◆ [View Queue Summary \(128 items currently waiting for review\)](#)

- ◆ Expiry Management
 - ◇ [Expiring in 90-61 days](#)
 - ◇ [Expiring in 60-31 days](#)
 - ◇ [Expiring in 30-11 days](#)
 - ◇ [Expiring in 10-0 days](#)
 - ◇ [Expired but not cancelled](#)

If you have asynchronously processed order items that you have not yet acknowledged and if you have not changed the default settings for the queue summary, the number of items in the queue will be shown in red text.

2. Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.

Total Order Items Found: 89

Pages: [1](#) [2](#) [3](#) [4](#) [5](#)

Order Item ID	Service Category	Description	Date Submitted	Date Processed	Action	Result	Reviewed
61258	email	tet1@tet-email-nov23-four.com	23-Nov-2005 14:11:33	23-Nov-2005 14:40:39	Process	Completed	<input type="checkbox"/>
61257	email	tet3@tet-email-nov23-four.com	23-Nov-2005 14:11:33	23-Nov-2005 14:30:42	Process	Completed	<input type="checkbox"/>
61251	cert	olesinternationalinc.com	23-Nov-2005 12:05:04	23-Nov-2005 12:10:34	Process	Completed	<input type="checkbox"/>
61233	dns	tet-dns-nov22-one.com	22-Nov-2005 15:24:41	23-Nov-2005 10:30:25	Process	Completed	<input type="checkbox"/>

[Select Completed](#)
[Select Declined](#)
[Select All](#)

[Search Order Item Queue History](#)

Total Services Sold Found: 10

Product Item ID	Service Category	Description	Date Submitted	Date Processed	Action	Result	Reviewed
49761	dns	tet-dns-nov-two.com	23-Nov-2005 11:00:53	23-Nov-2005 11:15:01	Suspend	Completed	<input type="checkbox"/>
49762	dns	tet-dns-nov.com	23-Nov-2005 11:00:20	23-Nov-2005 11:15:00	Delete	Completed	<input type="checkbox"/>
49617	email	tet1@tet-email-nov17.com	22-Nov-2005 14:34:47	22-Nov-2005 14:50:12	Suspend	Completed	<input type="checkbox"/>
49616	email	tet5@tet-email-nov17.com	22-Nov-2005 14:34:17	22-Nov-2005 14:50:11	Delete	Completed	<input type="checkbox"/>
49559	wsb	tet-wsb-4	21-Nov-2005 14:17:03	21-Nov-2005 14:35:00	Delete	Completed	<input type="checkbox"/>
49558	wsb	tet-wsb-3	21-Nov-2005 14:16:14	21-Nov-2005 14:35:00	Suspend	Completed	<input type="checkbox"/>

[Select Completed](#)
[Select Declined](#)
[Select All](#)

[Search Services Sold Queue History](#)

To view the details of a particular item: click the ID number for that item in the **Order Item ID** column or the **Product Item ID** column.

12.2 Acknowledging queued items

Items that were processed asynchronously are placed in a queue, and listed on the **Queue Summary** page in the RWI 2. The queue summary is intended to help Resellers manage the asynchronously processed order items that they need to act on. If you've taken action on an order item, e.g. contacted the customer, you can acknowledge it, which will remove it from the queue summary.

To view the queue summary:

1. In the RWI 2, click either the **Orders** tab or the **Services Sold** tab. The **Order Management** page or the **Services Sold Management** page opens.

Order Management

- ◆ Create New Order For New User
- ◆ Create Order For Existing User
 - ◇ Username:
 - ◇ [Find User](#)
- ◆ [Search Orders](#)
- ◆ [Search Order Items](#)
- ◆ Search Order Items:
- ◆ [View Queue Summary \(129 items currently waiting for review\)](#)

or

Services Sold Management

- ◆ Search
 - ◇ [Search Services Sold](#)
 - ◇ Quick Search
- ◆ [View Upcoming Payments](#)
- ◆ [View Payments for Last Billing Cycle](#)
- ◆ [View Queue Summary \(128 items currently waiting for review\)](#)
- ◆ Expiry Management
 - ◇ [Expiring in 90-61 days](#)
 - ◇ [Expiring in 60-31 days](#)
 - ◇ [Expiring in 30-11 days](#)
 - ◇ [Expiring in 10-0 days](#)
 - ◇ [Expired but not cancelled](#)

If you have asynchronously processed order items that you have not yet acknowledged and if you have not changed the default settings for the queue summary, the number of items in the queue will be shown in red text.

2. Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.

Total Order Items Found: 89

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Order Item ID	Service Category	Description	Date Submitted	Date Processed	Action	Result	Reviewed
61258	email	tet1@tet-email-nov23-four.com	23-Nov-2005 14:11:33	23-Nov-2005 14:40:39	Process	Completed	<input type="checkbox"/>
61257	email	tet3@tet-email-nov23-four.com	23-Nov-2005 14:11:33	23-Nov-2005 14:30:42	Process	Completed	<input type="checkbox"/>
61251	cert	olesinternationalinc.com	23-Nov-2005 12:05:04	23-Nov-2005 12:10:34	Process	Completed	<input type="checkbox"/>
61233	dns	tet-dns-nov22-one.com	22-Nov-2005 15:24:41	23-Nov-2005 10:30:25	Process	Completed	<input type="checkbox"/>

[Select Completed](#)
[Select Declined](#)
[Select All](#)

[Search Order Item Queue History](#)

Total Services Sold Found: 10

Product Item ID	Service Category	Description	Date Submitted	Date Processed	Action	Result	Reviewed
49761	dns	tet-dns-nov-two.com	23-Nov-2005 11:00:53	23-Nov-2005 11:15:01	Suspend	Completed	<input type="checkbox"/>
49762	dns	tet-dns-nov.com	23-Nov-2005 11:00:20	23-Nov-2005 11:15:00	Delete	Completed	<input type="checkbox"/>
49617	email	tet1@tet-email-nov17.com	22-Nov-2005 14:34:47	22-Nov-2005 14:50:12	Suspend	Completed	<input type="checkbox"/>
49616	email	tet5@tet-email-nov17.com	22-Nov-2005 14:34:17	22-Nov-2005 14:50:11	Delete	Completed	<input type="checkbox"/>
49559	wsb	tet-wsb-4	21-Nov-2005 14:17:03	21-Nov-2005 14:35:00	Delete	Completed	<input type="checkbox"/>
49558	wsb	tet-wsb-3	21-Nov-2005 14:16:14	21-Nov-2005 14:35:00	Suspend	Completed	<input type="checkbox"/>

[Select Completed](#)
[Select Declined](#)
[Select All](#)

[Search Services Sold Queue History](#)

3. Look in the **Description** column to locate the item that you want to acknowledge, then click the checkbox for that item in the **Reviewed** column. Repeat to acknowledge multiple items.
4. Click the **Submit** button(s) when done. The page reloads, and the acknowledged items are removed from the list.

12.3 Finding previously acknowledged items

1. In the RWI 2, click either the **Orders** tab or the **Services Sold** tab. The **Order Management** page or the **Services Sold Management** page opens.
If you have asynchronously processed order items that you have not yet acknowledged and if you have not changed the default settings for the queue summary, the number of items in the queue will be shown in red text.
2. Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.
3. Click the **Search Order Item Queue History** or the **Search Services Sold Queue History** link. The **Search Order Items Queue History** page or the **Search Services Sold Queue History** page opens.
4. Use the fields and drop-down lists to refine your search. All fields are optional, but more information will return more precise results.
5. Click the **Search Queue History** button. The page reloads, and lists any reviewed (acknowledged) items.

12.4 Changing your queue summary preferences

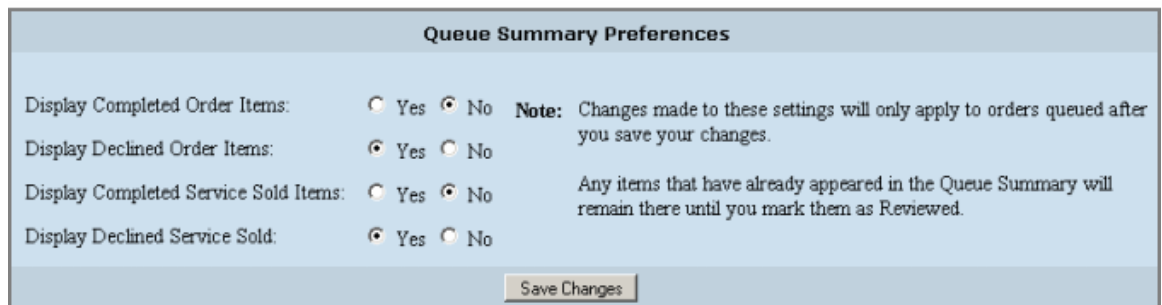
The **Queue Summary Preferences** page allows you to specify whether completed or declined items, for both order items and services sold, will be listed in the queue summary. By default, all asynchronously processed items are listed in the queue summary.

If you opt-out of a display setting, items of that type will be automatically acknowledged.

These settings also determine whether to display the alert that appears on the **Order Management** and **Services Sold Management** pages. For example, if you set both options for services sold to No, the alert will not be shown in the **Services Sold Management** page.

To change your queue preferences:

1. Click the **Settings** tab.
2. Click the **Manage Queue Summary Preferences** link, located below **Queue Preferences**. The **Queue Summary Preferences** page opens.



Queue Summary Preferences		
Display Completed Order Items:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Note: Changes made to these settings will only apply to orders queued after you save your changes.
Display Declined Order Items:	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Display Completed Service Sold Items:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Any items that have already appeared in the Queue Summary will remain there until you mark them as Reviewed.
Display Declined Service Sold:	<input checked="" type="radio"/> Yes <input type="radio"/> No	
<input type="button" value="Save Changes"/>		

3. Use the radio buttons to determine which queued items will be listed in your queue summary.
4. Click the **Save Changes** button.

12 Digital Certificate Agreements and Policies

When purchasing digital certificates, there are Subscriber Agreements that you are required to post on your site. There are two different agreements, one for QuickSSL and one for Rapid SSL. You can access these agreements in three different ways:

- Click the link that is supplied in the confirmation email from GeoTrust.
- Visit the ResellOne.net Security Products page in the Reseller Resource Center at https://rrc.ResellOne.net.com/wholesale_services/SecurityAndIdentity/index.html
You'll need to log-in to the Reseller Resource Center in order to access this page.
- In the RWI 2, on the **Digital Certificates** tab, click the links in the **Additional Information** section.

To view the GeoTrust Refund Policy and Certificate Installation

Instructions: click the corresponding links in the **Additional Information** section on the **Digital Certificates** tab in the RWI 2.

13 Changing the Default Order Processing Setting

You can set a default in the RWI 2 for how orders are processed: either processed immediately, or saved to pending. This setting impacts orders provisioned using API commands and orders through the Reseller Client Library (RCL).

When provisioning using the RCL and the TPP API, the default order processing setting, as set in the RWI 2, is used. If you did not update your order processing setting in the RWI 2, orders will be processed immediately by default.

Note: This Setting impacts orders for all services (i.e. DNS, Digital Certificates, Email, Email Defense, Website Builder).

To change the order processing setting:

1. Click the **Settings** tab.
2. In the **Order Preferences** area, click the **Manage Order Preferences** link. The **Order Preferences** page opens.



The screenshot shows a web interface with a navigation menu at the top containing links for Users, Orders, Services Sold, Email, Email Defense, Digital Certificates, DNS, Website Builder, Settings, and Logout. Below the menu is a section titled 'Order Preferences'. Inside this section, there is a label 'Process Orders Immediately.' followed by two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom of the section is a 'Save Changes' button.

3. Select either **Yes** or **No** to determine if orders will be processed immediately.
4. Click the **Save Changes** button.