SSL Certificates Compliance

Re-issue 2018: GeoTrust to DigiCert

Near the end of July 2017, Google Chrome created a plan to first reduce and then remove trust (by showing security warnings in the Chrome browser) of all Symantec, Thawte, GeoTrust, and RapidSSL-issued SSL/TLS certificates.This is due to concerns regarding Symantec certificates.

Google broke this timeline up into 3 important dates. December 1, 2017, March 15, 2018, and September 13, 2018. The first date, December 1, 2017, required no action from you. However, for the 2018 dates, you must replace affected certificates to avoid Google Chrome browser security warnings.

Timeline

- March 2017: Google posts concerns regarding Symantec certificates.
- October 2017: Symantec communicates to WiscNet that their company was bought by DigiCert and will send further information about maintaining compliance.
- November 2017: WiscNet learns that all Symantec Certs must be reissued to maintain member site continuity and avoid any compatibility issues with Google Chrome and other browsers. We contact Symantec to gather more information and begin work figuring out what needs to be done on your end and ours.
- January 2018: Communication sent to members with instructions on how to update SSL Certs to meet browser compliance
- March 8th 2018: Email reminders

You can read more about all of this on Symantec's blog.

Required Steps

Once you decide on what domains you wish to update for compliance, follow these step-by-step instructions -- please follow them, and reach out to us at any time if you run into a problem.

1. Generate a new CSR (Certificate Signing Request) for the new compliant SSL Certificate. Click on this link to find how to generate appropriate CSR for your server platform: https://www.digicert.com/kb/csr-creation.htm
2. Follow the instructions to generate the CSR
3. Once the CSR is generated, test the new CSR by going to this link: https://www.digicert.com/ssltools/view-csr/
4. If CSR tests correctly, paste the CSR code on an email to support@wiscnet.net.
5. The WiscNet Service Success team will re-issue your new CERT
6. An email from DigiCert will be sent to you letting you know the order is being processed
7. GeoTrust/DigiCert will send you a final email with the new CERT
8. Proceed with installing the CERT in your server

New Certificate info

Your SSL CERT will make your server domain compliant with the new standards of security adopted by web browsers like Google and Firefox. Additionally, the previous 3-year and 2-year validity period of certificates using a single CSR are no longer available as part of the new standards. This means that if you have purchased a multi-year term SSL Cert, it will need to be re-issued every year. To reissue the certificate, please send support@wiscnet.net a new CSR after generating a CSR on your web server and testing it at https://www.digicert.com/ssltools/view-csr/.

How do I get help?

Email us at support@wiscnet.net or call us at 608-442-6761, option 2