ODETTE Certification Authority - FAQs

To avoid delays in obtaining and installing your certificate, it is strongly recommended that you consult the [Help File](#) and associated videos prior to ordering your certificate.

ADMINISTRATIVE ISSUES

I do not have a Purchase Order number, what should I enter in the Purchase Order field?
Please enter any reference number that you would like to appear on your invoice.

I need to order a certificate on behalf of another organisation. Is this possible?
The Odette CA supports this model.
Assuming that you are in charge of setting up and maintaining the system on behalf of the other organisation, you will become the Technical Contact on the certificate order. You must, however, nominate an Authentication Contact from the organisation that will finally own/use the certificate.

What is required from an Authentication Contact?
An Authentication Contact needs to approve that the person named as the Technical Contact is entitled to order certificates on behalf of the business unit or company. Therefore the Authentication Contact needs to hold an appropriate position within the management hierarchy of the enterprise for whom the certificate is intended, e.g. Head of IT (or other relevant department), Managing Director/Owner of the company etc.
He/she should:
1. Sign, stamp and date the Authorisation Form and return a scanned copy to us.
2. Send us a scanned copy of a document which confirms the official registration/incorporation of the company for whom the certificate is intended.

The Authentication Contact not fulfilling these requirements is the most common reason for delays in the issue of your certificate.

I have placed an order for a certificate, but the status is still shown as Pending. Why?
The most likely reason is that your Authentication Contact has not sent back the signed Authorisation Form and a copy of a document which proves/confirms the official registration/incorporation of your company.
You should first check the situation with your Authentication Contact.

I need to order a replacement certificate. What should I do?
Replacement certificates are necessary, if the relevant details in your existing certificate must be altered, e.g. due to a change of company name, IP address, domain name or OFTP station ID (SSID).

In this case, please follow the steps described for ordering a new certificate. After the new certificate has been issued, downloaded by you and distributed to your business partners you should revoke the previous, now invalid certificate. Special conditions apply for refunding the unused period on the previous certificate.

Another reason for a replacement might be an erroneous order process (e.g. you/your system cannot find your private key after downloading the certificate.

In this case, please see the answers under **TECHNICAL ISSUES** below.

My certificate is about to expire. What do I need to do to renew it?
If you already have a SHA2 certificate, you can renew your certificate from 59 days before and up to 30 days after its expiry date.
To do this: go to your Control Panel on the Odette CA website and click on the RENEW icon alongside the certificate.
If you have a SHA1 certificate you can renew it at any time (see below).

I need to change some details of my certificate
Please refer to the answer provided under **I need to order a Replacement Certificate**

Can I modify the Certificate Type from 'Unknown' to another type?
The Unknown type is the normal situation for the Odette CA and cannot be altered.

How early/how late can I renew my certificate?
It is normally only possible to renew an Odette Certificate during the period starting 59 days before expiry and ending 30 days after expiry but if you have a certificate issued by the Odette SHA1 CA (i.e. issued before 12th September 2015) you can renew it at any time in order to obtain a certificate signed with the SHA2 signature algorithm. We recommend that you should do this as soon as possible.

TECHNICAL ISSUES

What is the difference between PEM and DER certificate extensions?
In most cases it doesn't matter which format you choose but some key stores may require a specific format/file extension and some business partners may demand that the certificate is sent to them (or uploaded to their system) with a particular format/file extension.

PEM –Format:
*.CER and *.PEM -> contains the X.509 certificate encoded in text (base64 and encrypted) – both have the same content, the different extensions are provided just for the convenience of the user – some software systems require the CER extension and other require the PEM extension.
DER – Format
*.CER and *.DER -> contains the X.509 certificate in binary form - again, the same content, the different extensions are just for the convenience of the user.
Please check with your OFTP2 system: what import format is supported and then download the proper version.

I have downloaded my certificate but cannot find my private key.
Please read the "How to Find your Certificate after Downloading" section in the [Help File](#)

Can I insert a new CSR after I have received my certificate?
Once the certificate is issued, it is not possible for us to insert a new CSR so you will need to revoke the current certificate and order a new one. The replacement certificate will be given free of charge if ordered within 30 days of the issue of the original certificate. In other cases a refund may be given for the unused period on the original certificate.
To obtain a certificate free of charge (or refund) you must contact the Odette CA to obtain an appropriate promotion code to be used when ordering the new certificate.

I need to export a certificate from one machine to another.
See the appropriate annexe in the [Help File](#)

I need to move my certificate from one server to another. They have completely different IP addresses. Is it possible?
If the certificate contains the domain host name (DHN, e.g. edi.mycompany.com) and the new server uses the same DHN, you can use the same certificate.
You must export the certificate including the private key from the original server. Then you must install the key pair (private key + certificate) on the new server + Odette Root Certificate + Odette Issuing CA Certificate.

If the certificate contains the IP address, you will need a new certificate.

If the new server uses a different DHN, you will need a new certificate.

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I have made a mistake when entering my certificate details. What should I do?
Your certificate has **not yet** been issued:
We will cancel your order in our system and you can create a new one.

Your certificate **has been** issued:
If it was issued within the past 30 days, we will allow you to order a replacement certificate free of charge (please write to odetteca@odette.org to obtain the relevant promotion code). Before ordering your new certificate, you will need to revoke the existing certificate via the Odette CA application.
If it was issued more than 30 days ago, you should revoke the certificate and order a new one. We may be able to provide you with a refund for the unused period on the revoked certificate (please write to odetteca@odette.org for advice).

I run a spare server for emergencies? Do I need an additional certificate for this server?
If:
- you connect your spare server only in case of break-down of your main server.
- your spare serve has the same QDHN or IP address as the original one

Then:
You can install the same certificate as the one on your main server.
You cannot, however, have both servers on-line (i.e. exposed to the internet) simultaneously.

Repository
CA Help File