# SSL CERTIFICATE ORDER
# FOR SOFiE-S.O.R.T.-Contract

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This document describes the steps to follow to place an electronic and administrative order for an ssl type electronic certificate for SOFiE-S.O.R.T (Sofie-Crypt, Sofie-Transport)  on the luxtrust website (easyssl).

A PEM/CSR file will be required to place this order.
The file is generated in the sofie user interface (interactive mode).
This document follows another document which describes the generation of the PEM/CSR file.

We advise you to check that the PEM/CSR file used to carry out the command has been generated recently because in case of error, it will be impossible for you to install the new certificate obtained.
You must therefore make sure to generate a new PEM/CSR file for any new command.

The name of the PEM/CSR file should make it easier to identify the file because it is composed of the date and time of creation. So if you order a new certificate in 2020, the PEM/CSR file name should include the year 2020 (example CSR.888810012.2020-01-21_10h38m22s.PEM).

In the case where sofie is installed on several workstations and the sofie working directory (SOFIE HOME) is not common, it is necessary to ensure that the generation of the PEM/CSR file is carried out on a single workstation.

In case of doubt, please contact our HelpDesk to request assistance (Email: sofie.lux@worldline.com , Tel: +352 355 66 600).

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## ELECTRONIC AND ADMINISTRATIVE ORDER AT LUXTRUST

Please check the following points:
- A SSL certificate for SOFiE is chipper than a standard SSL certificate.
- Please choose the validity from the list.
- For any additional question about this procedure, please contact Luxtrust helpline:
  - (+352) 24 550 550
  - easyssl@luxtrust.lu

## Login/registration on easyssl(Luxtrust website)
- To order a SSL certificate, click or visit the following page www.easyssl.lu , chose "SSL CERTIFICATE".
- You will first need to log on to this site. If you are not yet registered or have forgotten your password, please use the appropriate menu or contact the Luxtrust helpdesk (see above).
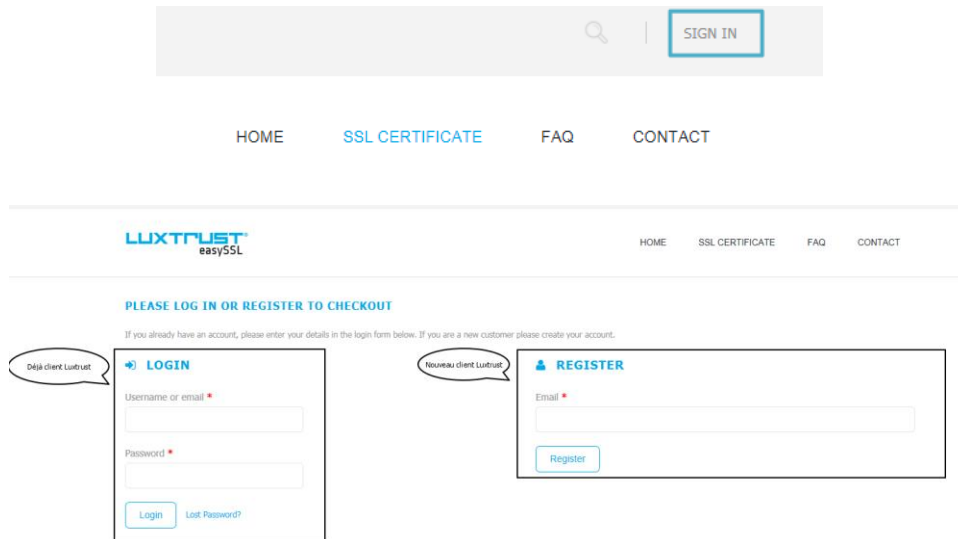
## Choice of certificate type and validity
- Once connected, click "SSL CERTIFICATE".

- Please click on "Order" under "SOFiE/ ISAGATE".

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➢ Please choose the validity according to what is proposed (1).
➢ Please choose the type of contract "SOFIE S.O.R.T." (2).
➢ Please click on "ORDER SOFiE/ISAGATE" (3).



## 1st Step: "ORDER DETAILS"

The details of your order will appear. Please check your order and click on the "Continue to Certificate Content" button. If you have any questions about the information you need to fill in, please call (+352) 24 550 550.

## 2nd Step: "CERTIFICATE CONTENT"

➢ Please fill in the various fields requested about the SOFiE user and then click on the "Continue to Organisation details" button.



## 3rd Step: "ORGANISATION DETAILS"

➢ Please fill in at least all required fields (*) about your organization/company.

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## Billing information

➢ Please fill in the various fields requested concerning the invoicing of your order.
➢ Click on the "**Continue to your Contact information**" button to continue.



## 4th Step, "YOUR CONTACT INFORMATION"

➢ You have to inform Luxtrust about a technical contact and an authorized person who can approve/sign official documents on behalf of your company.

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## Information on legal representative

- ➢ Please inform Luxtrust of a person with signing authority in your company.
- ➢ Please click on the "**Continue to CSR File**" button after completing all fields.



## 5th Step: "UPLOAD CSR FILE" and submit the order

- ➢ Please browse the PEM/CSR file (1,2) and check the box "I accept the terms and conditions" (3,4) and click on the button "**Place order** " (5).
- ➢ If you made a mistake in selecting the contract type ("SOFiE Business" instead of "SOFiE S.O.R.T."), 1 "CSR File" fields will appear on this page. In this case, please repeat the procedure from the beginning (page 1 of this document).
- ➢ After sending, you will receive a confirmation e-mail in return. This contains a **transaction number** that you should keep.
- ➢ After payment of your order to Luxtrust, you will receive your SSL certificate in *.txt format by e-mail to the notification address you provided previously (point 2. Certificate content).



 Please make sure that your CSR file matches your private key. The modification date of both files must be the same. The private key is stored under SOFIE_HOME\Keys\private (default: *C:\cetrel\sofie\keys\private)* and the file name is 9999XXXXX.1.private.p8

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➢ After having placed the order, you'll receive an email within instructions and invoice order.
➢ After the payment is done and the invoice validated by Luxtrust authorities, you'll receive your certificate as text file.

For SOFIE S.O.R.T users who send legal reporting files to CSSF, it is **mandatory** to send your *CRYPT* certificate to CSSF. (See paragraph 4.3 of CSSF circular **08/334** on www.cssf.lu). Otherwise, your files will be **blocked** at the sending with the error code [201,451]. The TRANSPORT certificate shall not be sent.