Volume 01 November 2008

This Issue

New DigiCert Customers

First American Corporation
General Electric
New York Times
University of Melbourne
Time Warner Cable
Reader's Digest
Qwest Communications

Getting the Most out of DigiCert Plus:

All DigiCert SSL certificates are enhanced with the use of Subject Alternate Names (SANs) for greater compatibility and flexibility.

Websites are often configured to be accessed with either www.domain.com or simply domain.com. When a certificate issued with the www is used on our example of domain.com, a certificate mismatch error is displayed by the browser.

This error is often frustrating for end users. For Ecommerce applications, this can result in shopping cart abandonment and a loss of trust.

In order to combat this issue, the DigCert plus feature (included with our EV, Wildcard, and SSL certificates) will enable your certificate to inherently work in both of these situations.

digicert®
Your Success is Built on Trust™

Standing Behind Strength

"Each of our representatives are empowered"

Thoughts of calling a technical support line conjure up feelings of boredom, frustration, and aggravation.

We've all been there: the hour long wait to get to a representative, the trouble of trying to get them to understand the real issue, and then the ultimate realization that they don't have the power to do more than read the scripted responses.

These experiences have served as a constant reminder of what not to do.

We started with the basics. When you call DigiCert, one of the first things you'll notice is that you are connected to a live representative immediately - no hold line, no phone menu, and no hassles. Give it a try: 800-896-7973 (local 801-877-2100).Our support staff can even give you their direct lines in case you need to call back during a support session.

All of our support staff is located in our headquarters south of Salt Lake City, UT. Keeping everyone close at hand allows us to provide powerful, in-depth training so that each of our representatives can get the bottom of support issues without having to escalate through levels and levels of support structure.

Each of our support representatives are empowered to provide real solutions, and not just repeat scripts or policies. As one customer mentioned on the independent review site sslshopper.com,

"I remember using other vendors and feeling like I was bothering them when I needed help. With DigiCert you get to talk to reasonable people who actually have the ability to help you. You just get the feeling they will take care of you regardless of the problem."

We see these opportunities to provide support as more than an obligation as a Certificate Authority. It's more than just a selling feature to be touted on a website. It's a chance to earn your trust and to alleviate any problems you might be facing.

Please feel free to give us a call at 800-896-7973, sent an e-mail to support@digicert.com, or set up a live chat at www.digicert.com.

UC Certificates

Unlimited names, servers, and possibilities

Unified Communications certificates, sometimes called UCC or UC certs, allow multiple names to be secured with a single certificate through the use of Subject Alternate Names (SANs).

DigiCert Unified Communications certificates allow you to secure up to 150 different names, whether they be external, internal, IP addresses, or even just entirely different domains, with just a single certificate. DigiCert also makes it easy to modify your certificate by providing tools to add or remove names throughout the lifetime of your certificate.

DigiCert is recommended by Microsoft as a Unified Communications Certificate Partner for Exchange 2007 and for Communications Server 2007 - http://support.microsoft.com/kb/929395.

As always, DigiCert includes an unlimited server license, free reissues, and 24 hour support by phone, e-mail, or live chat with your certificate.

Learn More About UC Certificates

Industry Issues

What Are Subject Alternate Names?

By: Bart Mensinger, Validation Specialist

Before the advent of Subject Alternate Name (SAN) certificates there were two options when securing a site (or server) with SSL. The first was to secure the site with a standard certificate issued to the exact name through which the server was accessed, and the second was to use a wildcard, which secured multiple subdomains of the domain to which the certificate was issued.

One major drawback of these two kinds of certificates is that they included one and only one name. Since servers are frequently accessed in different ways, this caused users to get name mismatch errors while connecting.

For example, if I were to secure my website with a standard certificate issued to www.example.com, users would experience a name mismatch error when connecting to that server through any of the following:

example.com
example.local
192.168.77.166
10.1.1.7

So sometimes you might connect to a site with a valid certificate and still get a name error, if connecting to a name other than the one that the certificate was issued to.

"Adding the SAN field to an SSL certificate allows for one certificate to secure multiple names"

Adding the SAN field to an SSL certificate allows for one certificate to secure multiple names (including fully-qualified domain names, hostnames, server names, or IP addresses). This is especially helpful when working with Microsoft Exchange Server 2007, which frequently requires both internal and external names to be included in one certificate.

SAN certificates are in no way limited to use with Exchange 2007, and are also frequently used by companies as a cost effective method to secure multiple distinct sites (www.example.com, www.example2.com, owa.example3.com) with one certificate.

With our unlimited server license, this can be done with multiple sites on one IP address or even spread across several servers.

Upcoming Items

New Support Pages and Account Tools

By: Paul Tiemann, CTO

Watch for these new improvements to the DigiCert website in November:

- New support pages with tips for common tasks such as troubleshooting browser trust warnings and importing/exporting certificates from one Windows server to another.
- New platform howto guides for WebSphere, Lighttpd, and Cisco ASA VPNs.
- An "Easy CSR Command Generator" tool to help make Certificate Signing Requests for Tomcat and other platforms that use the Java keytool utility to manage SSL certificates.
- Simplified download options for getting your certificate in various file formats without having to perform "notepad surgery."
- A search filter in the My Certificates area, and improved sorting options to easily see which certificates are expiring soon.

Subject Alternate Names and Mobile Devices:

By: Travis Tidball, Director of Customer Relations

Subject Alternate Names (SANs) have given certficates a new level of flexibility and compatibility.

As featured in last month's edition, the use of SANs allow our Wildcard certificates to be more compatible and more ubiquitous than ever before.

Windows Mobile 5, one of the most popular operating systems for mobile devices, is not configured to allow the use of the Wildcard character (* symbol). Your DigiCert account will allow you to include SANs to specify unique subdomains on your Wildcard certificate, thus letting the certificate work when it otherwise would not.

Symbian, another OS found on mobile devices, has been reported to not be compatible with the use of SANs. For instances when mobile devices using Symbian OS are connecting securely, it is best to utilize a certificate that does not use SANs.

If you already have a SAN certificate and are found in this predicament, contact DigiCert support and our representatives will provide a solution to resolve this issue.

DigiCert, Inc.
355 South 520 West
Canopy Building II
Lindon, UT 84042
+1-800-896-7973 ph
+1-866-842-0223 fax
www.digicert.com

Feedback? Article Suggestions? We want to know! Send an email to newsletter@digicert.com