

Updating your SSL Security Certificate

Step-by-step instructions



If you are receiving an error message similar to one of the following: **“The Certificate for this server is invalid”, “SSL/TLS connection error” or “unable to validate,”** when trying to print postage through Endicia, you may need to update your security certificate.

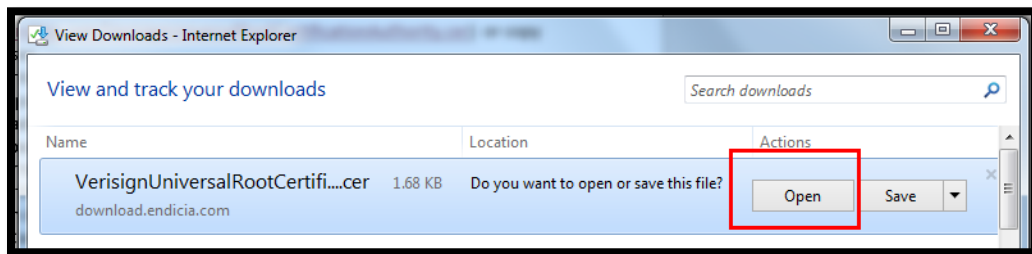
The following steps describe how to install the new root certificate manually. You may need to engage your IT team for assistance.

Note: The following Steps are general. Depending on your Windows version and your security settings, specific steps may vary.

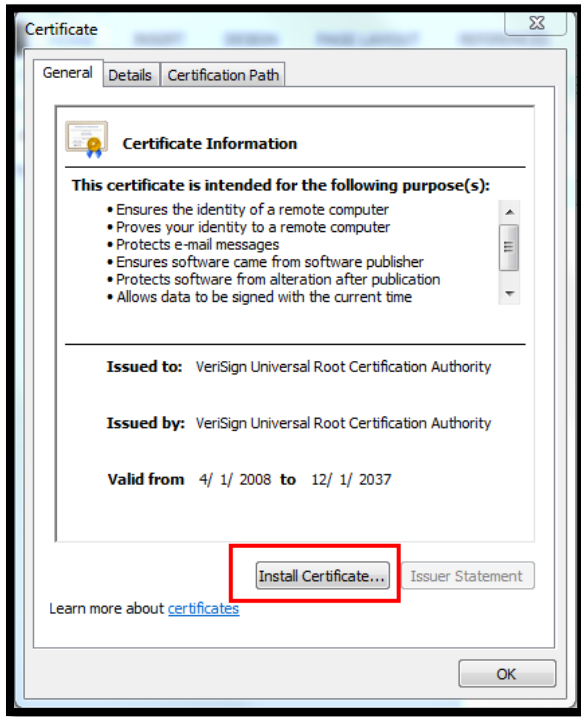
Endicia supported Operating Systems: Windows XP (Service Pack 3 or higher, supported but not recommended), Windows Vista, Windows 7, Windows 8, Windows 8.1, or Windows 10 (supported with enhanced compatibility updates expected).

Instructions for updating your security certificate manually:

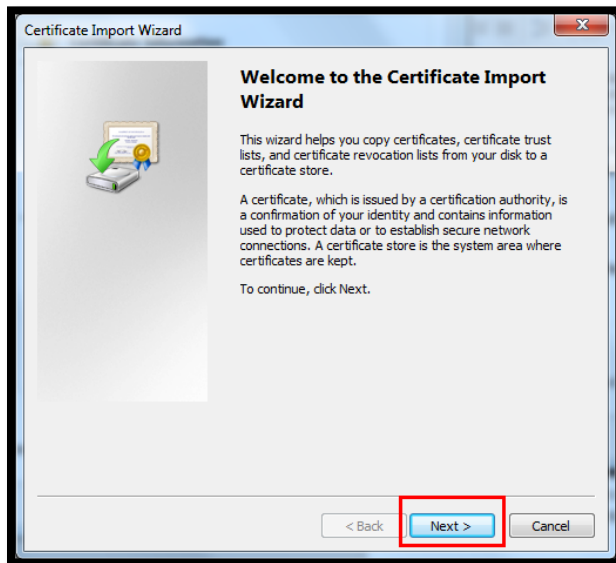
1. Click on link (<http://download.endicia.com/VerisignUniversalRootCertificationAuthority.cer>) or copy and paste URL into a web browser
2. This should prompt you to download the certificate needed. Download and Run (Open).



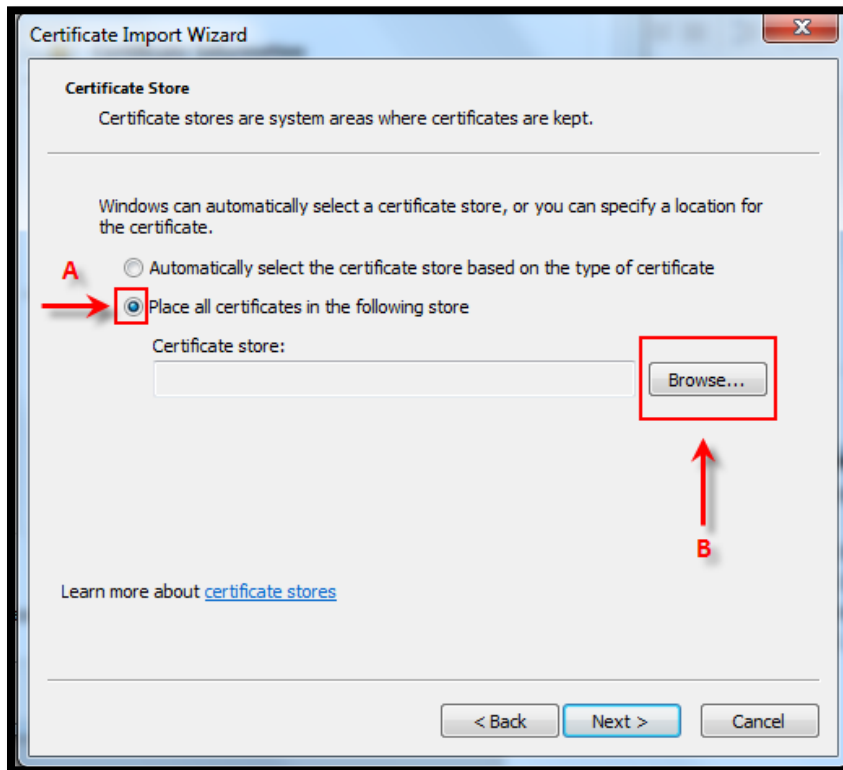
3. The Certificate information will pop up with an “Install Certificate...” button, select and proceed.
(If you don't see it, your machine doesn't have permission to install any certificates into the windows directories and you will need to engage your IT team for assistance.)



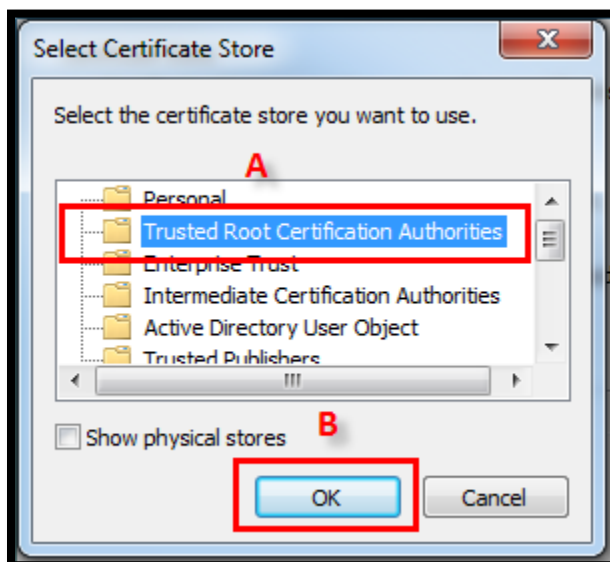
4. This will launch the Certificate Import Wizard. Press Next.



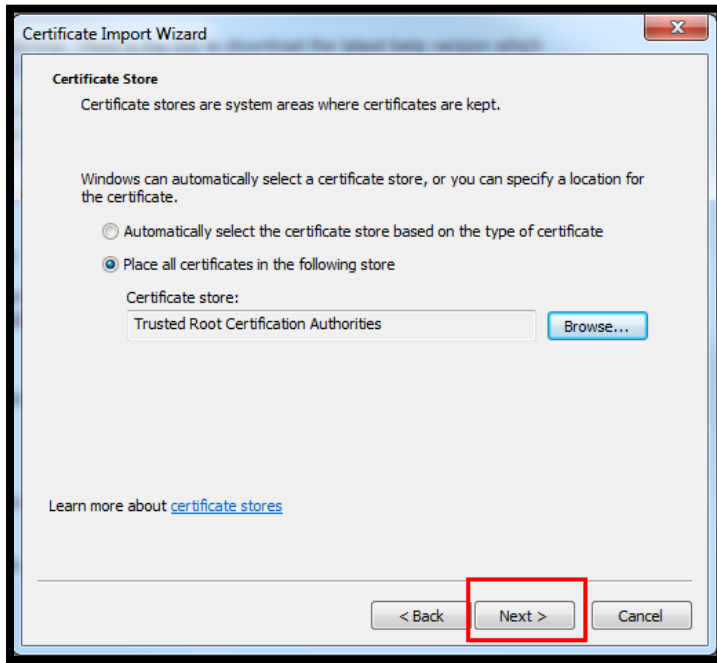
5. (A) Choose the option “Place all certificates in the following store” and (B) select Browse.



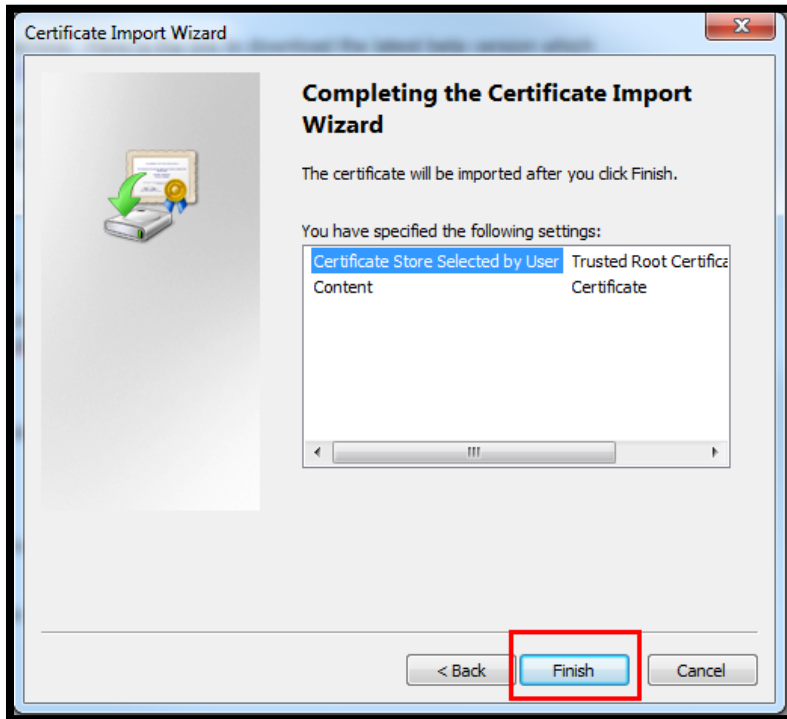
6. (A) Select Trusted Root Certification Authorities and (B) click Ok.



7. Press Next.



8. Click Finish on Completing the Certificate Import Wizard window.



9. Click Yes, on any security warning you might get about installing the certificate.
10. You should get a pop up confirming import was successful. Press OK.

