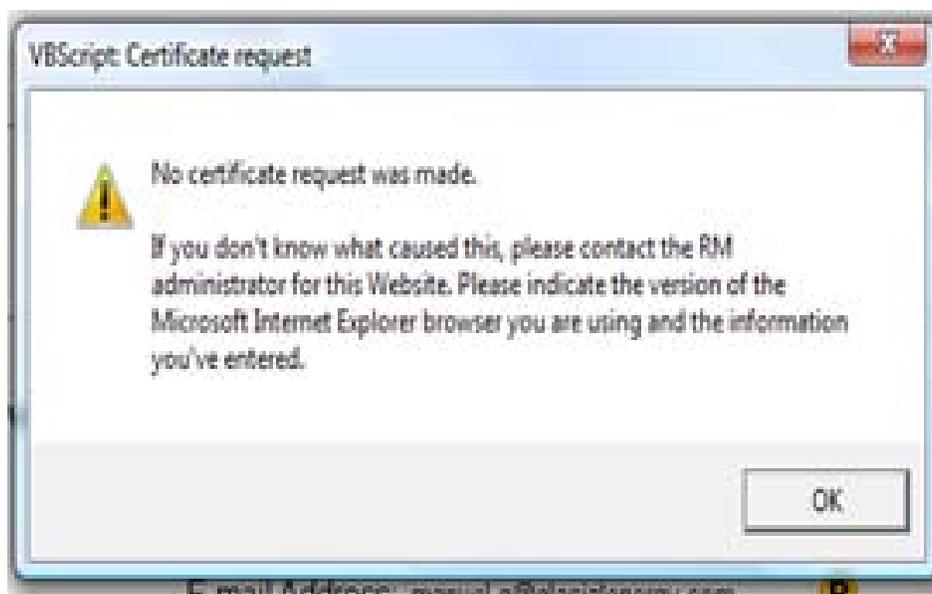


Digital Certificate Application Issues

Due to the numerous specific configuration and security settings possible to an individual computer, users may experience issues when applying for a NYISO digital certificate if they have Microsoft Vista/Windows7 or Internet Explorer v7/v8 installed. The NYISO currently only supports Internet Explorer and Firefox. Any other internet browser (Safari, Google Chrome, etc) have been problematic and are not supported by the NYISO.

This following error may occur when a user attempts to apply for a digital certificate using the operating system(s) or browser/browser version(s) listed above. The system settings prevent successful application for a digital certificate.



Changing Browser Settings to Allow Certificate Request and Installation

The user must make the following browser changes for certificate request and installation to succeed.

1. In Microsoft Internet Explorer, from the **Tools** menu, click **Internet Options**.
2. Click the **Security** tab.
3. Click **Trusted sites**.
4. Click **Sites**, and add the Enrollment Server URL (<https://cert.nyiso.com>) to the list of trusted sites.
5. Ensure that **Protected Mode** is not selected.
6. Click **Custom Settings**.
7. Ensure that the security level for the trusted zone is **Medium** or lower.
8. Change the **Initialize and script ActiveX controls not marked as safe for scripting** setting to **Prompt**.

The following behavior occurs when you request and install a certificate.

Windows Vista Behavior	User Action	Result
When you request a certificate, a warning is displayed that an ActiveX control might be unsafe, and asking if you want to allow the control to run.	Click Yes .	The certificate request is sent.
When you install your certificate, a warning is displayed that an ActiveX control might be unsafe, and asking if you want to allow the control to run.	<ul style="list-style-type: none">• Install the root CA certificate before installing your certificate.• Click Yes.	The certificate is installed. <hr/> Note: If the root CA certificate was not installed, your certificate installation fails. <hr/>

9. After you have installed your certificate, change the ActiveX control and security level back to the previous settings.