Komatsu Client Certificate

Installation and Renewal

User Guide

Ver. 1.0

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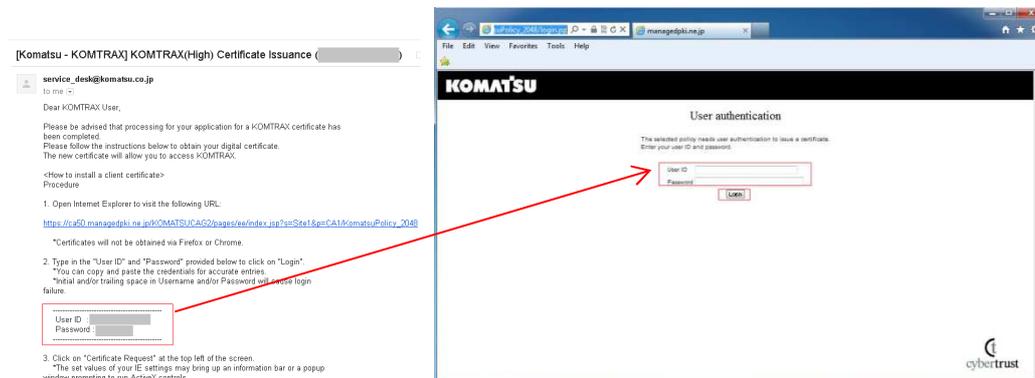# 1. Client Certificate Installation and Renewal (Simplified)

1. 1.Obtaining a New Client Certificate (Simplified)

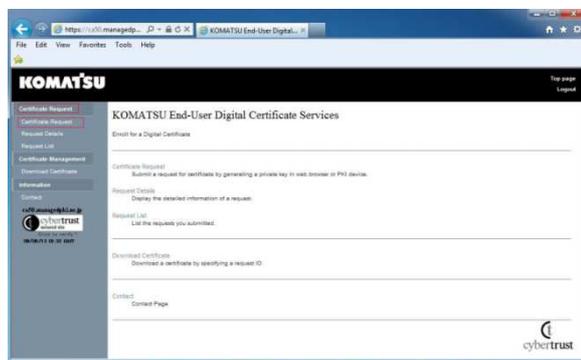1.1.1. Obtaining a New Client Certificate (Simplified)

1. Open Internet Explorer to visit the following URL:

   https://ca50.managedpki.ne.jp/KOMATSUCAG2/pages/ee/index.jsp?s=Site1&p=CA1/KomatsuPolicy_2048

2. Type the "User ID" and "Password" provided in an email communication for certificate issuance then click "Login".　See the left image shown below.
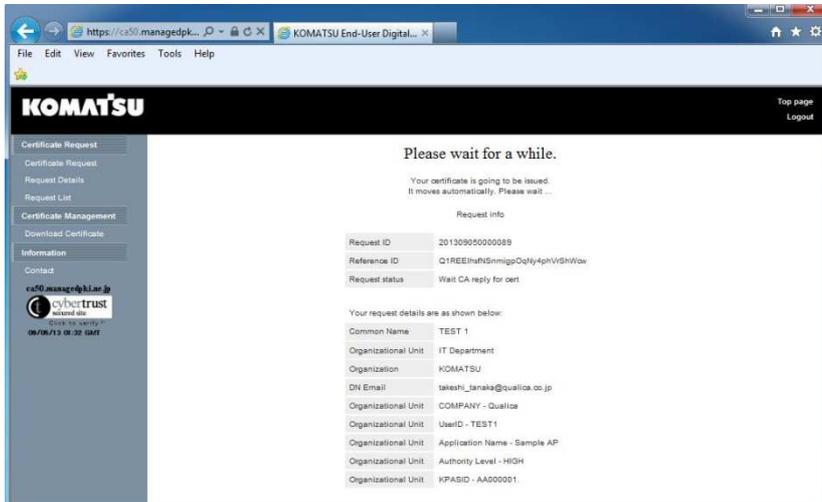

3. Click "Certificate Request" at the top left of the screen.

   *The set values of your IE settings may bring up an information bar or a popup window prompting to run ActiveX controls.　When prompted, allow execution.
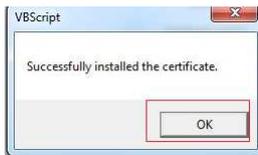
4. Your certificate is being installed while a page shown below is being displayed.
   Do not close your IE.

   *In the "Potential Scripting Violation" or "Web Access Confirmation" dialog box, click
   "Yes" to initiate installation.

5. Click "OK" to close a VBScript dialog box, which completes the installation.
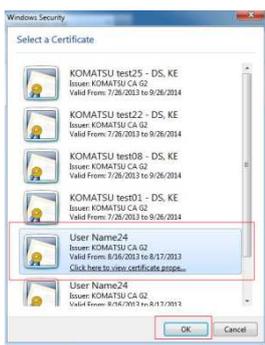
1.2. Renewing a Client Certificate (Simplified)
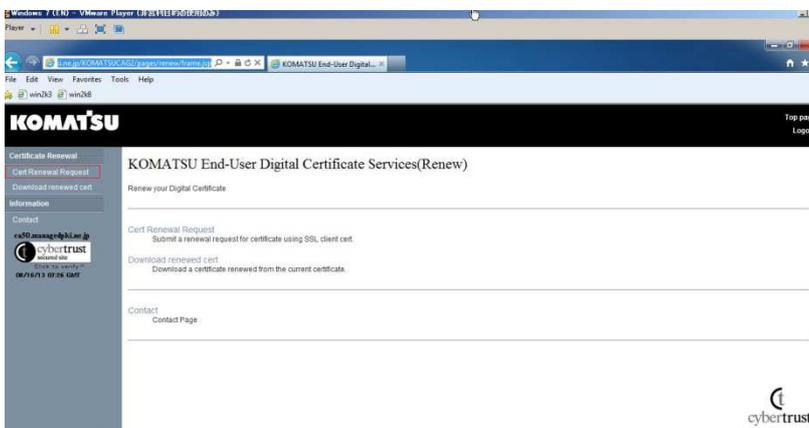
1.2.1. Renewing a Client Certificate (Simplified)

1. Open Internet Explorer to visit the following URL:

    https://ca50.managedpki.ne.jp/KOMATSUCAG2/pages/renew/index.jsp?s=Site1

2. In the "Choose a digital certificate" dialog box, choose the correct client certificate and click "OK".
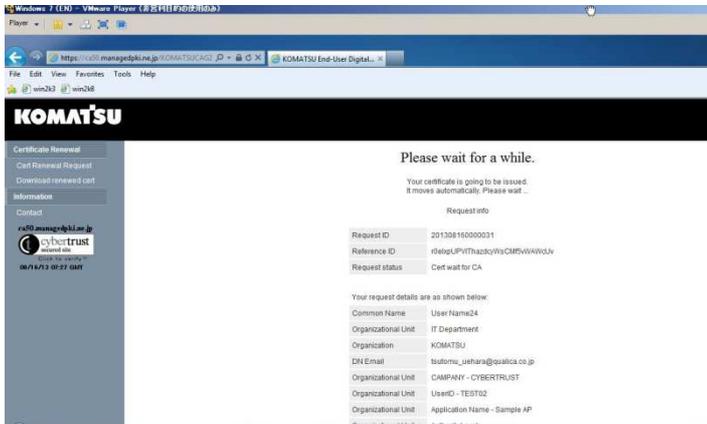

3. Click "Cert Renewal Request" at the top left.

    *The set values of your IE settings may bring up an information bar or a popup window prompting to run ActiveX controls.   When prompted, allow execution.
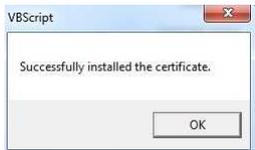
4. Your certificate is being installed while a page below is being displayed.

   Do not close your IE.

   *In the "Potential Scripting Violation" or "Web Access Confirmation" dialog box, click "Yes" to initiate installation.

5. Click "OK" to close a VBScript dialog box, which completes the installation.

2. Client Certificate Installation and Renewal (Full)

2.1. Preconfiguration

2.1.1. Preconfiguring Internet Explorer

To obtain or renew Komatsu client certificates, you **do not need to change the default Internet Explorer (hereinafter IE) settings**.

Client certificates will not be obtained if some of your IE settings have been changed from the default settings.　If changed restore them.

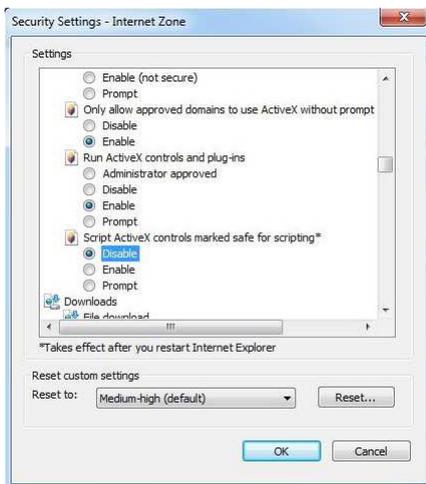【How to restore the default IE settings】

1.　Open Internet Options and select the [Privacy] tab.　If [Block All Cookies] or [High] is selected for the "Internet zone", change it to [Medium]
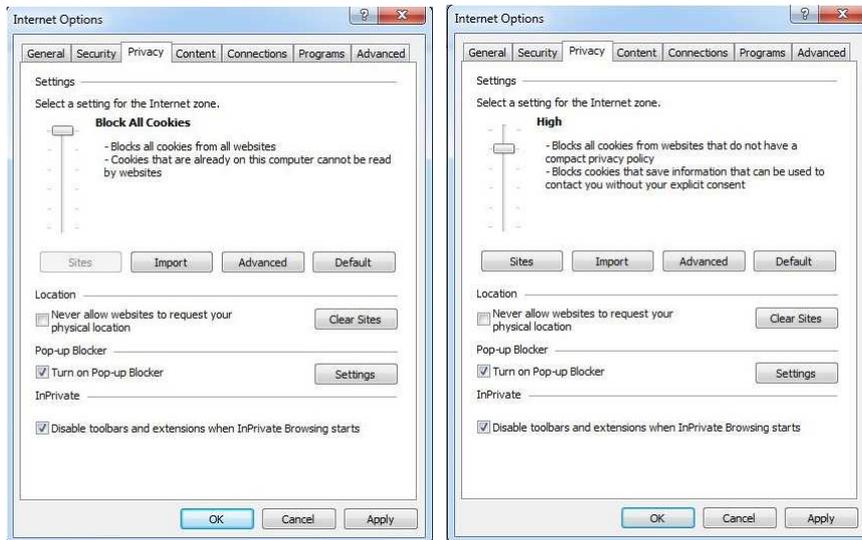
2. In the Internet Options go to the [Security] tab. [Internet] should be selected for a Web content zone.   Click [Custom Level].   Go to [ActiveX controls and plug-ins].
   If [Administrator approved] or [Disable] is selected for [Run ActiveX controls and plug-ins], select the default value of [Enable].
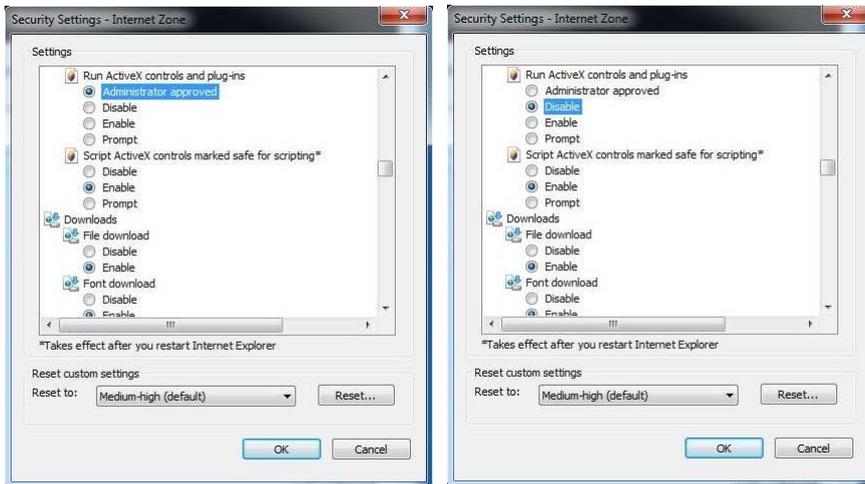
3. In the Security Settings for the selected zone, i.e. Internet, go to [ActiveX controls and plug-ins].   If [Disable] is selected for [Script ActiveX controls marked safe for scripting], select the default value of [Enable].

4. In the Security Settings for the selected zone, i.e. Internet, go to [Scripting].   If [Disable] is selected for [Active Scripting], select the default value of [Enable].
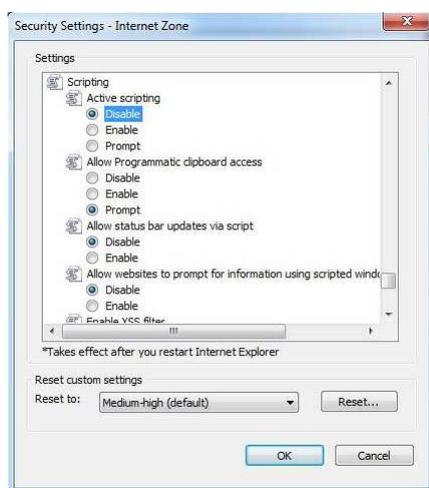
2.1.2. Resetting Internet Explorer settings
You can restore the default IE settings by resetting as follows.

Note)
Restoring the settings following【How to restore the default IE settings】described above is recommended.   Follow the steps below only if you have any issue.

Navigation
1. Open IE.
2. Go to [Tools] > [Internet Options] .
3. Select the [Advanced] tab and click [Reset].
4. Restart IE.

2. 2.Obtaining a New Client Certificate

2.2.1. Obtaining a New Client Certificate

You will need your user ID and password to obtain your certificate. The required information is provided in an email communication announcing certificate acquisition.

See below for instruction.

< Example image of an email announcement for client certificate acquisition >

Sender: service_desk@komatsu.co.jp,

Title:

"[Komatsu - *Application*] Your Komatsu client certificate issued",

"[Komatsu - *Application*] KOMTRAX(High) Certificate Issuance" or

"[Komatsu - *Application*] KOMTRAX Certificate Issuance"
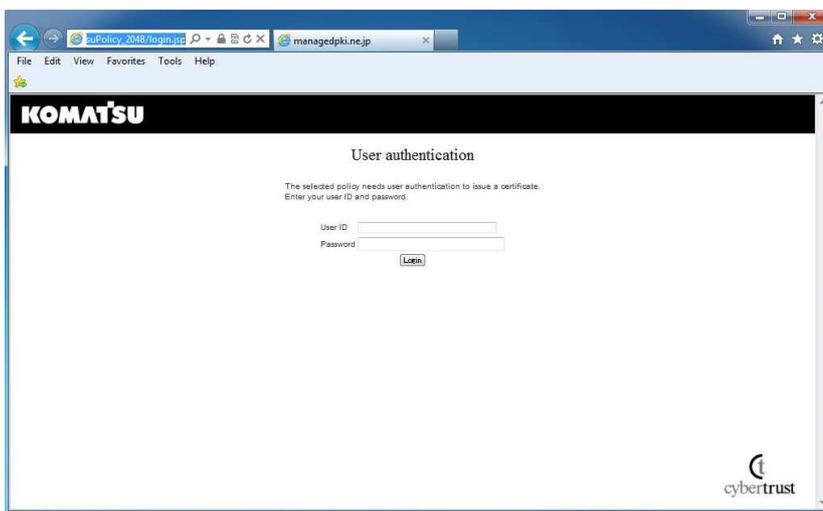

Note)

The supported browser is IE only. Certificates will not be obtained using other browsers including Firefox and Chrome.

1. Open Internet Explorer to visit the following URL. A User authentication screen will appear.

   [URL]

   https://ca50.managedpki.ne.jp/KOMATSUCAG2/pages/ee/index.jsp?s=Site1&p=CA1/KomatsuPolicy_2048


2. Type the [User ID] and [Password] provided in an email communication entitled "[Komatsu - *Application*]　Your Komatsu client certificate issued" sent from service_desk@komatsu.co.jp then click [Login].

   *You can copy and paste the credentials for accurate entries.
   *Initial and/or tailing space in User ID and/or Password will cause login failure.

3. In a KOMATSU End-User Digital Certificate Services screen, go to [Certificate Request] > [Certificate Request].
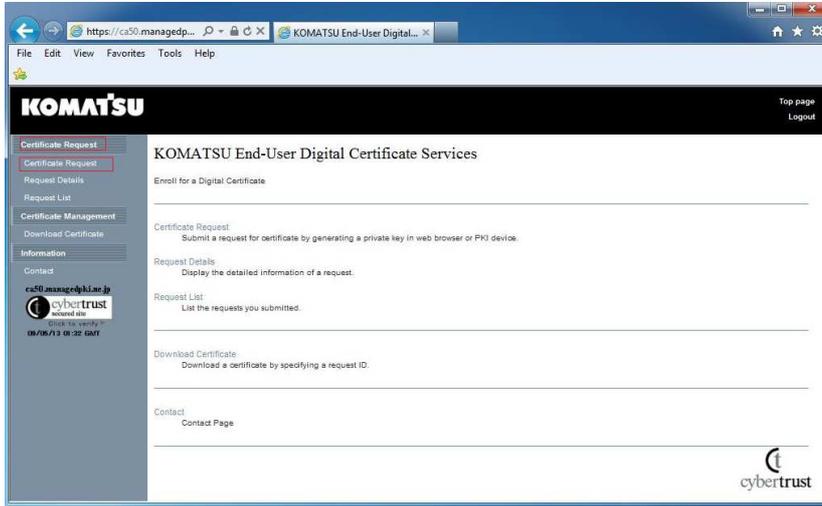
*The set values of your IE settings may bring up an information bar or a popup window prompting to run ActiveX controls.   When prompted, allow execution.
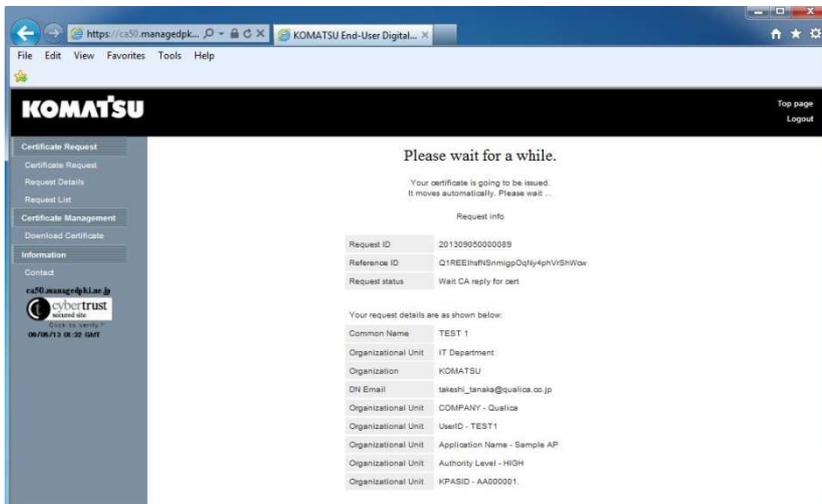
4. (This step may be skipped depending on your PC's OS version or the settings of IE's Internet Options.)   In a Web Access Confirmation dialog, click [Yes].
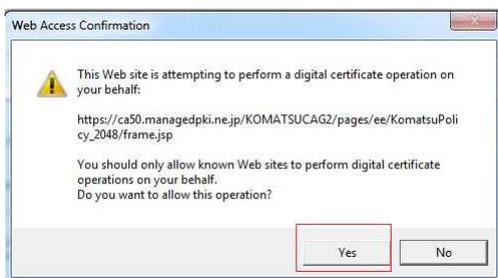
5. (This step may be skipped depending on your PC's OS version or the settings of IE's Internet Options.)   In a Potential Scripting Violation dialog, click [Yes].

6. Your request to issue a client certificate will be accepted and the associated process will be initiated. Please wait with the browser open.

7. (This step may be skipped depending on your PC's OS version or the settings of IE's Internet Options.) A Potential Scripting Violation dialog appears again, click [Yes]. It will initiate certificate installation to IE.

8. Installation is complete when a message saying [Successfully installed the certificate.] appears. Click [OK] to close the message box and close IE.
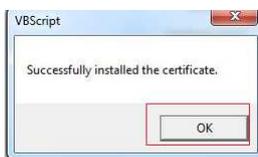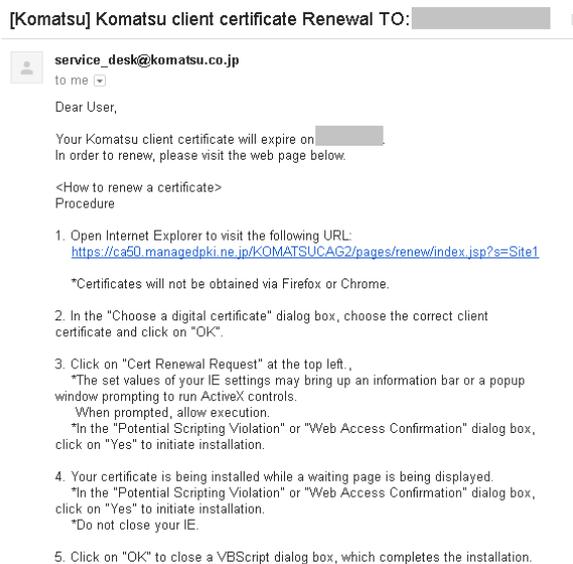
2.3. Renewing a Client Certificate

2.3.1. Renewing a Client Certificate

A client certificate is valid for one year. It may be renewed 2 months prior to its expiration date and the user will receive an email notification for certificate renewal. When you receive one renew the specified client certificate. See below for instruction.

< Example image of an email announcement for client certificate renewal >

Sender: service_desk@komatsu.co.jp,

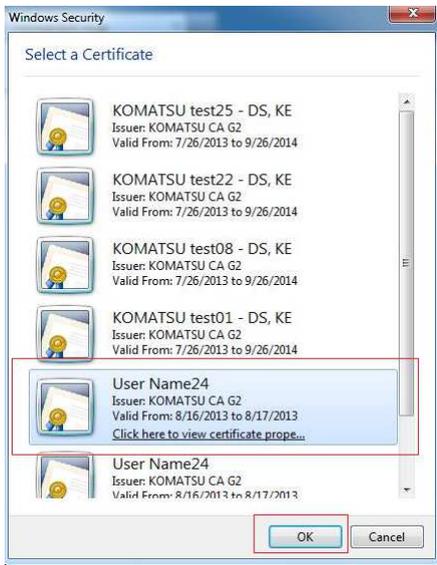Title: "[Komatsu] Komatsu client certificate Renewal"

Note)

The supported browser is IE only. Certificates will not be obtained using other browsers including Firefox and Chrome.
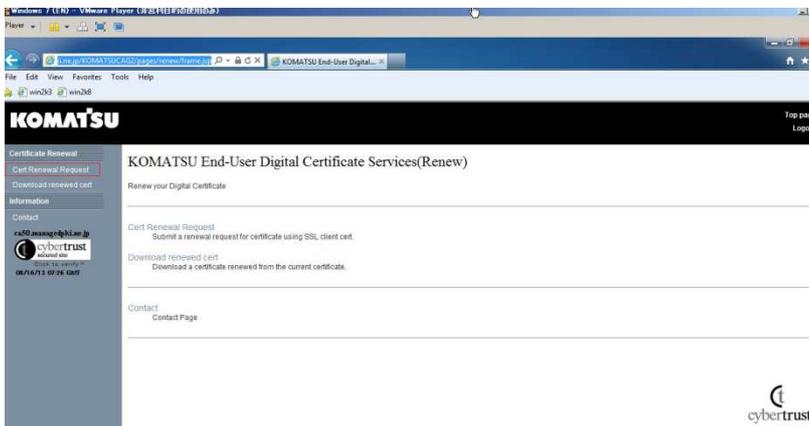
1. Go to the URL below.　Select a client certificate subjected to renewal.

   [URL]

   https://ca50.managedpki.ne.jp/KOMATSUCAG2/pages/renew/index.jsp?s=Site1

2. A KOMATSU End-User Digital Certificate Service page appears.　Go to [Certificate Renewal] > [Cert Renewal Request].


*The set values of your IE settings may bring up an information bar or a popup window prompting to run ActiveX controls.　When prompted, allow execution.

3. (This step may be skipped depending on your PC's OS version or the settings of IE's Internet Options.) In a Potential Scripting Violation dialog box, click [Yes].

4. Your request to renew your client certificate will be accepted and the associated process will be initiated. Please wait keeping the browser open.
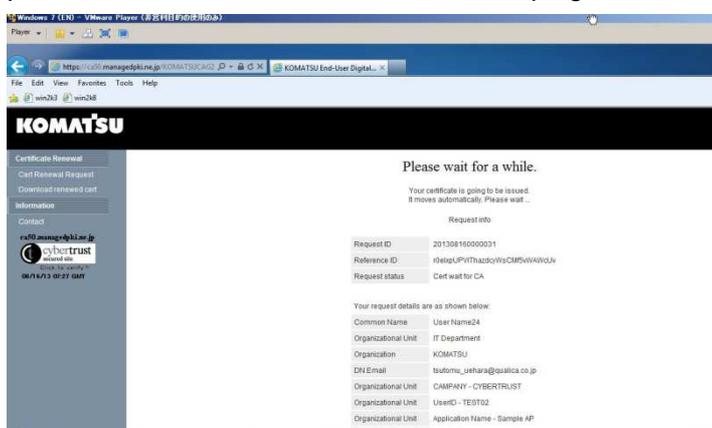
5. (This step may be skipped depending on your PC's OS version or the settings of IE's Internet Options.) A Potential Scripting Violation dialog box appears again. Click [Yes] to initiate your client certificate renewal for IE.

6. Installation is complete when a message saying [Successfully installed the certificate.] appears. Click [OK] to close the message box and close IE.