



PureConnect®

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Certificate Signing Request Tool

User's Guide

Abstract

The Certificate Signing Request (CSR) tool helps the customers to generate a new 'Certificate Signing Request' for CIC Server and any off-server components. This document explains how to download and use the CSR tool.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/pureconnect>.

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Introduction

The CSR utility helps the customers to generate a new 'Certificate Signing Request' for CIC Server and any off-server components. Using the CSR Utility, the same private key of the primary server can be used to create CSR for the backup server, which resolves the single sign-on issue on Interaction Connect with Third-party certificates.

You should generate a Certificate Signing Request (CSR) from your server or device before ordering an SSL certificate. CSR is an encoded file that provides a standardized method of sending your public key and some additional information identifying your company and domain name.

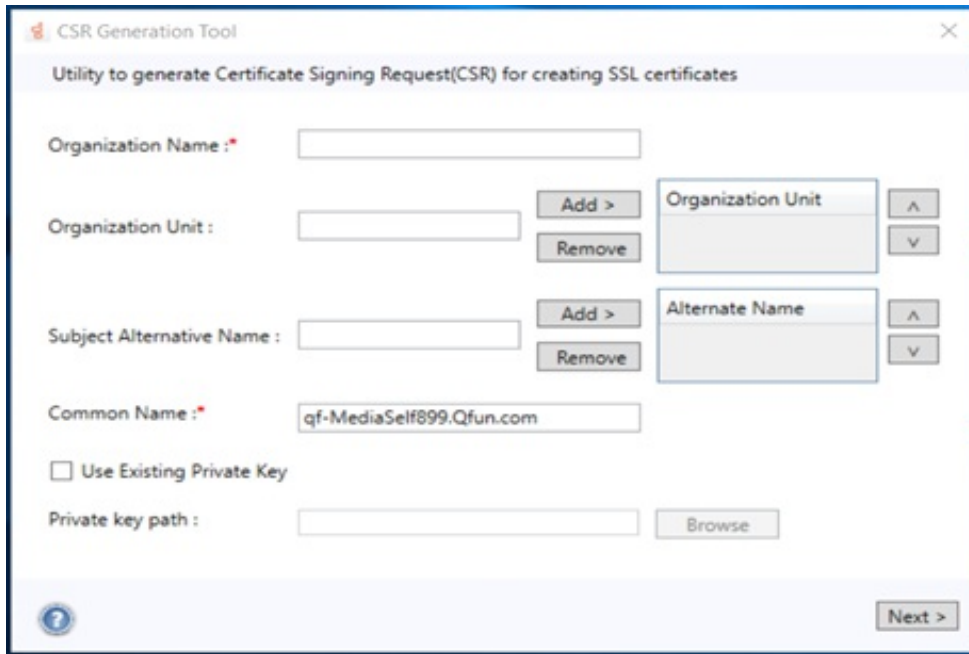
Download and Install the CSR Tool

Log in to the PureConnect Product Information site and download the Certificate Signing Request Tool via the [PureConnect Utilities and Downloads](#) page. This page hosts the latest version of the utility for general use.

1. Click on the CSR Generation Tool link to save the CSR_utility.zip file on an IC server or on a workstation with access to an IC server.
2. Extract all files from the .zip file to any location with network access to the IC server, or on the IC server itself.
3. Open the folder where the CSR_utility.zip file was extracted.
4. Double-click on the CSRGenerationTool.exe file to start the tool.

Steps to generate CSR

1. Double-click on the CSRGenerationTool.exe file to start the tool.
2. The CSR Tool interface appears. **FQDN** of the server auto-populates in the **Common Name** field.



3. Fill in appropriate details in the relevant fields as per the following table. The following table explains each field of the CSR tool interface.

Field Name	Description
Organization Name	Enter your company's legally registered name (For example, <i>YourCompany, Inc.</i>)
Organization Unit	Enter your organization unit and click Add . You can add multiple names and can move your unit names up and down using the side arrow buttons. Using the Remove button, you can remove the name.
Subject Alternative Name	If you request a Multi-Domain (SAN) Certificate, enter any SANs you want to include. (For example, you can give FQDN, IP Address, and short name of the Server.)
Common Name	A Fully qualified domain name (FQDN) auto-populates. (For example, <i>Qf-MediaSelf899.qfun.com</i>) You can also change it into a short name if you want. (For example, <i>Qf-mediasef899</i>)
Use Existing Private Key	If you already have a private key, then you can check this checkbox and choose the path where your key is located by pressing the Browse button. (This is optional, specifically for SSO Third-Party Certifications)
Private key path	Choose the path where your key is located by pressing the Browse button.

4. Once you filled in all the information, click **Next** button to navigate to the next page.
5. On the next page of the CSR tool, fill in additional details in the relevant fields as per the following table.

CSR Generation Tool

Utility to generate Certificate Signing Request(CSR) for creating SSL certificates

Email :

Country :

State :

Locality :

Subject :

Output File Path :

Field Name	Description
Email	Enter your e-mail address.
Country	Enter the country where your company is legally located.
State	Enter the state where your company is legally located.
Locality	Enter the locality where your company is legally located.
Subject	The subject is auto-populated.
Output File Path	It will display the path where the CSR is generated. You can also browse the path, where you wanted to create the CSR.

- Click **Browse** button and select the desired path, where you wanted to create a CSR. The selected path appears in the **Output File path** field.

CSR Generation Tool

Utility to generate Certificate Signing Request(CSR) for creating SSL certificates

Email :

Country :

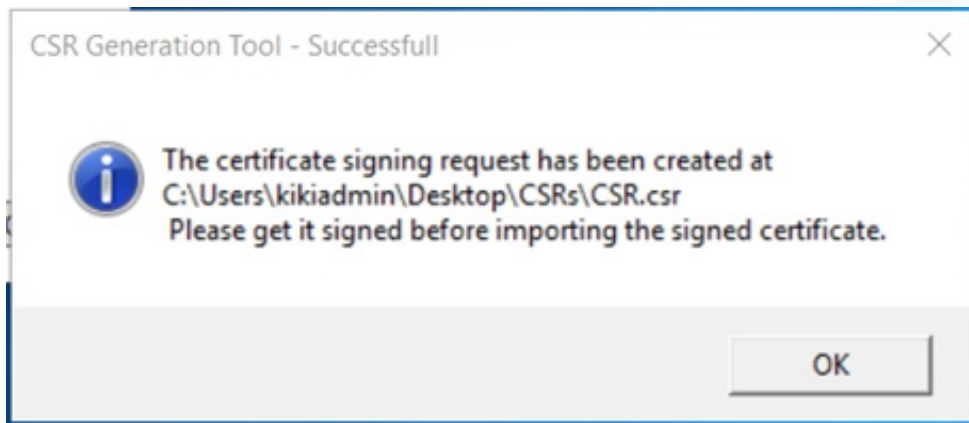
State :

Locality :

Subject :

Output File Path :

- Click **Create** button to generate a CSR. Browse the appropriate certificate directory where a CSR is generated to validate a CSR.



A CSR is generated, and the subject is displayed in the Subject field.

