

Re: Your digital ID name cannot be found by the underlying security system

## Re: Your digital ID name cannot be found by the underlying security system

---

*Source:* <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2008-01/msg01362.html>

---

- *From:* "Jorge Ramos" <jorger@xxxxxxxxxxxx>
  - *Date:* Mon, 28 Jan 2008 06:24:39 -0800
- 

This morning I received email from VeriSign indicating that apparently I have an issue with the Windows "key containers protections." They asked me to replace the digital id using FireFox and then importing it on to Internet Explorer. They acknowledged that "we have noticed works in most cases.' It did!

"Jorge Ramos" <jorger@xxxxxxxxxxxx> wrote in message  
<news:13pqdij97ih5k6e@xxxxxxxxxxxxxxxxxxxxxxxx>

Brian / Neo,

Although I do not have a private key recovery feature, I can replace my certificate at any time for free during the first 30 days. After 30 days there is a \$100 charge, but I'm will inside of the 30 day period. I have replaced the certificate 3 times already and still it will not work. VeriSign supports their Digital ID product only by email. After exchanging a ridiculous amounts of emails I requested a tel number to talk to a live person. They said no telephone support is available. I then call the company telephone number and after navigating through a maze of routing options reached the line for Digital ID support. Unfortunately, the recording indicates that no telephone support is available. At that point you can not press 0 or any other key to reach a live person.

I thank you for the information you provided. I suspect that I don't really NEED a Digital ID so I will dispute my credit card charge for the Digital ID and move on. Thanks again!!!

"Brian Tillman" <tillman1952@xxxxxxxx> wrote in message  
<news:%23NBZXbQYIHA.6140@xxxxxxxxxxxxxxxxxxxxxxxx>

Jorge Ramos <jorger@xxxxxxxxxxxx> wrote:

Re: Your digital ID name cannot be found by the underlying security system

Neo, thanks for your reply. However, VeriSign never sent any files, .PFX or otherwise. I just received an email from Verisign providing a "digital id pin number" along with a link. Once I clicked on the link, I was prompted for my "digital id pin number" and other information. The installation of the certificate occurred automatically. Because I don't have a .PFX file I can not do what you suggest.

That's how VeriSign's managed PKI system works. I suspect you do not have a private key recovery feature, either.

I've had several digital id's in the past on this same computer. Is it possible that something is corrupted?

Not likely. Open IE and visit the dialogue Neo mentions. Select the certificate and choose Export. The Export wizard will start. Click Next. In the next page of the dialogue, you should see two radio buttons, one labeled "Yes, export the private key" and the other labeled "No, do not export the private key". While the second one will be selected, the first should be active so that you can select it. If it's not active, then your certificate is damaged and does not have a private key. It's time to call VeriSign.

If the "Yes" button is active, select it and click Next. The "Personal Information Exchange" button should be selected, and the "Enable strong encryption" box checked. Click Next. Choose a password for the private key and click Next. Browse to a folder where you want to save the exported certificate, give it a name that's meaningful, and click Save, then Next, then Finish. You should now have a PFX file containing your certificate and its keys that you can reinstall if something happens to the PC. Keep a couple of copies of this file, one on the PC and one off, like on a flash drive.

—  
Brian Tillman [MVP-Outlook]