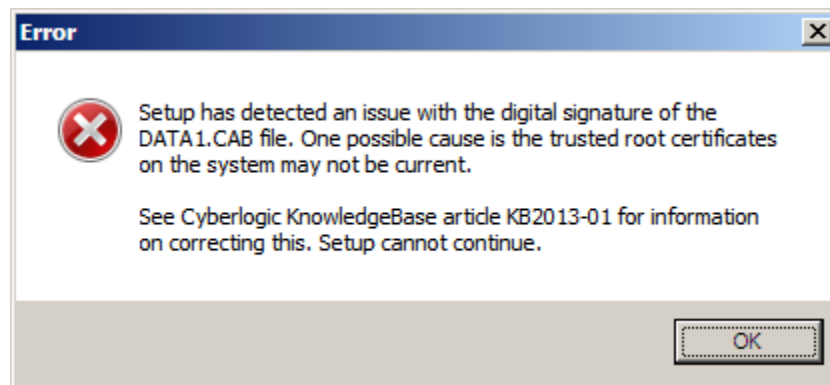


### KB2013-01: UPDATING ROOT CERTIFICATES

Windows maintains a list of trusted root certificates that are used to verify the digital signatures of files on the system. Although the root certificates are usually updated automatically, it is possible for a system to require manual updates to get the latest certificates.

#### Applies To:

Any system that gets the following error when one of the Cyberlogic Suites is installed:



#### Issues:

The installation data files are digitally signed by Cyberlogic to ensure that they have not been modified. These digital signatures are verified against a trusted root certificate. This check has failed because the root certificates on the system are out of date and need to be updated. In some cases, this can be fixed by simply downloading and importing a missing certificate. In other cases, this error can only be resolved by running Windows Update.

#### Procedure:

There are two possible ways to update your system. If your system has internet access you can follow **Procedure 1** below. If your system doesn't have internet access or you don't want to run Windows Updates on your system you can manually add the missing certificate to your system by following **Procedure 2** below. However, if **Procedure 2** fails to resolve the error you will need to follow **Procedure 1** to correct the issue.

## Procedure 1:

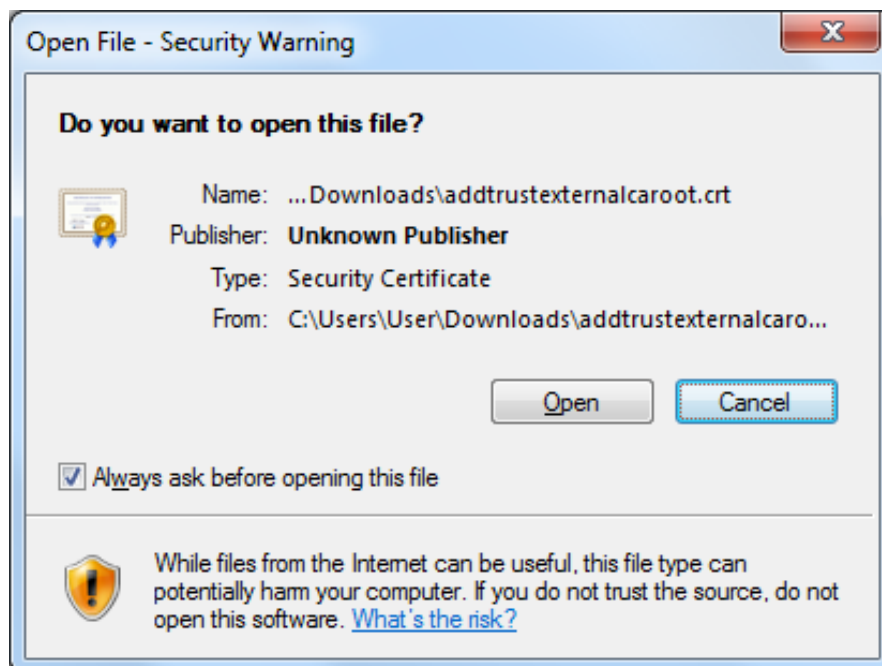
Microsoft Knowledge Base article KB931125 (<http://support.microsoft.com/kb/931125>) mentions that Windows Vista, Windows Server 2008, and later versions of both Windows and Windows Server will automatically update the cache of trusted root certificates. For Windows XP, Windows Server 2003, or any Windows system that needs to update its root certificates, do the following:

1. Run Windows Update, being sure to select any updates that mention Root Certificates.
2. Rerun the Cyberlogic product installation.
3. If the error occurs again, contact Cyberlogic technical support.

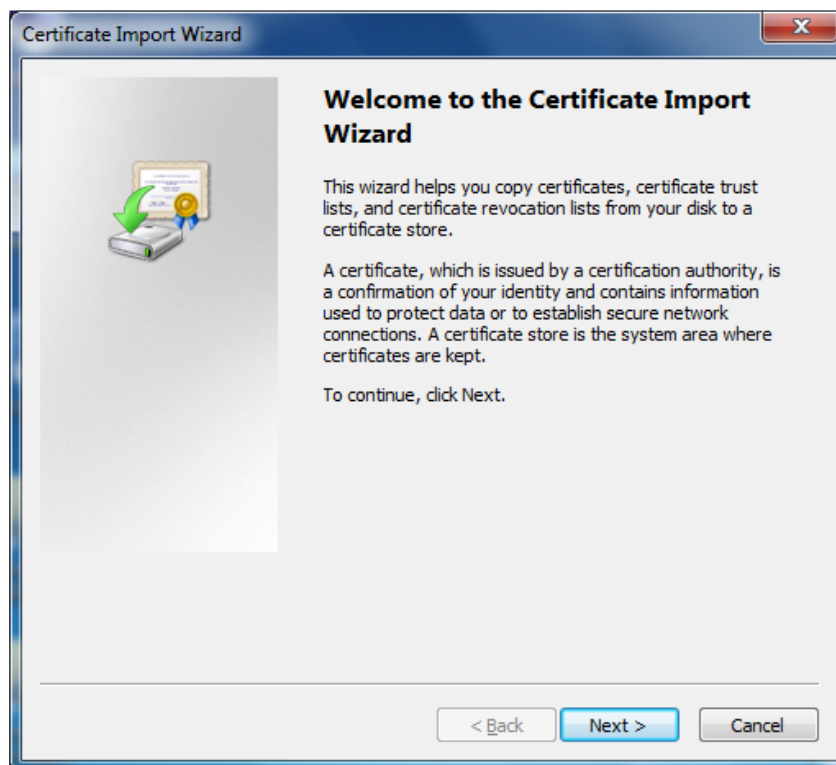
## Procedure 2:

The system that needs to be updated doesn't need internet access, however you will need to download a file from a system that does have internet access and copy the file to the system that needs to be updated.

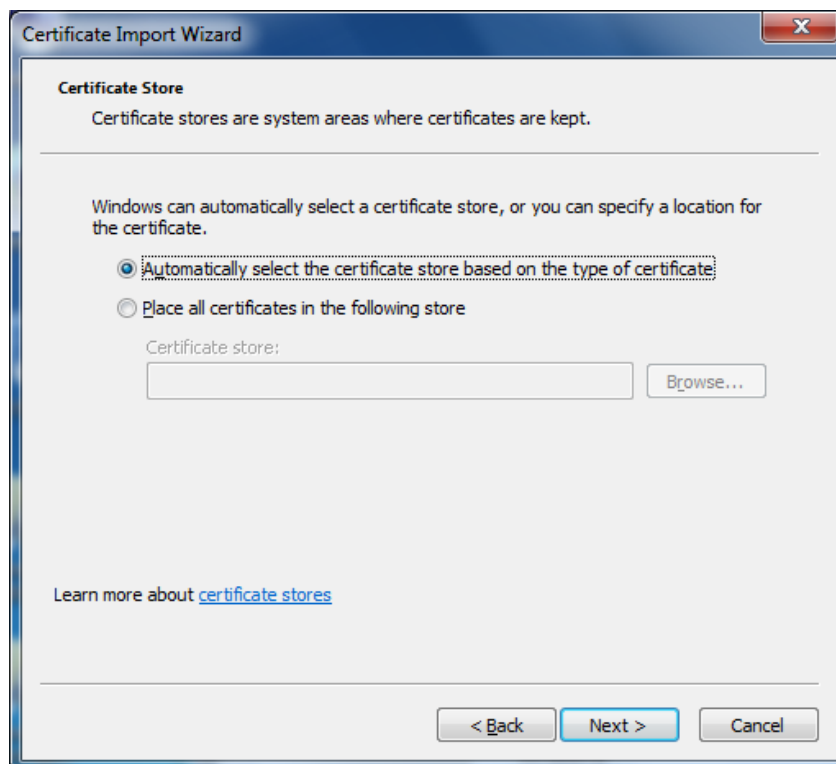
1. From the system with internet access, download the AddTrustExternalCARoot certificate from:  
<https://support.comodo.com/index.php?/Default/Knowledgebase/Article/View/854/75/rootaddtrustexternalcaroot>
2. Copy the file to the system that needs to be updated.
3. Once the file is on the system right click on the file and choose "Install Certificate" If you get a warning dialog, click Open.



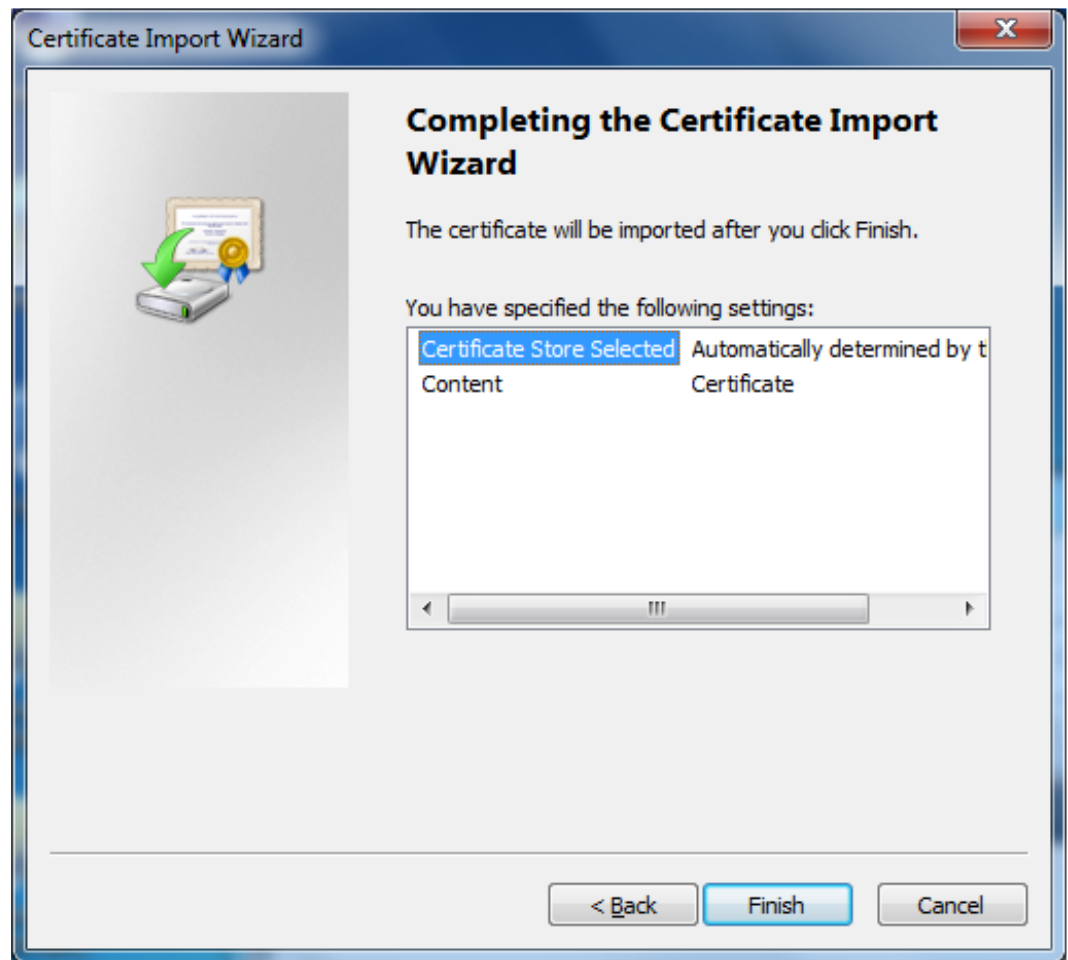
4. When the Certificate Import Wizard comes up click Next.



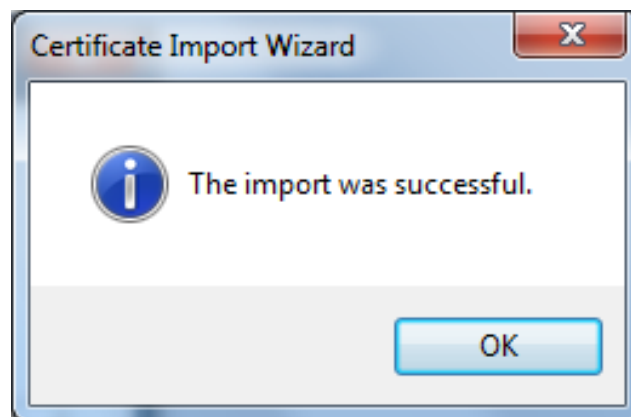
5. Leave the default selection to "Automatically select the certificate store based on the type of certificate" and click Next.



6. Click Finish to complete the certificate import.



7. You should receive a message that says the import was successful.



8. Rerun the Cyberlogic product installation.
9. If the error occurs again, follow the steps in **Procedure 1** above to resolve the issue.

## Technical Support

Cyberlogic's website, [www.cyberlogic.com](http://www.cyberlogic.com), has information on related products, news, software downloads and contact information.

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**Cyberlogic Technologies**  
**900 Wilshire Dr Ste 202**  
**Troy, Michigan 48084 USA**

**Sales:** 248-631-2200  
[sales@cyberlogic.com](mailto:sales@cyberlogic.com)

**Technical Support:** 248-631-2288  
[techsupport@cyberlogic.com](mailto:techsupport@cyberlogic.com)

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