

INFORMATION TECHNOLOGY COMMITTEE

ESCB-PKI PROJECT



ESCB-PKI REGISTRATION AUTHORITY APPLICATION

SHARED MAILBOX ADMINISTRATOR'S MANUAL

VERSION 3.1

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RELEASE NOTES

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Release number	Status	Date of issue	Revisions
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2.0	Final	11.09.2018	BdE Revision
3.0	Final	15.11.2021	Compatibility with other browsers
3.1	Final	14.10.2024	Updated http links to ESCB-PKI website to https

GLOSSARY AND ACRONYMS

Acronym	Definition
CA	Certificate Authority
CB	ESCB Central Bank (ECB or NCB)
CP	Certification Policy
CPS	Certification Practice Statement
CRL	Certificate Revocation List
ECB	European Central Bank
ESCB	European System of Central Banks, including the ECB and the NCBs of all States member of the European Union (regardless of whether they use the Euro or not).
ESCB-PKI	European System of Central Banks – Public Key Infrastructure
IAM	Identity and Access Management
KRO	Key Recovery Officer
LIA	Local Identity Administrator
NCB	National Central Bank
PKI	Public Key Infrastructure
SMA	Shared Mailbox Administrator
SO	Security Officer
RA	Registration Authority
RO	Registration Officer
RO4EO	Registration Officers for External Organisations
UPN	User Principal Name

1. INTRODUCTION

This document aims at providing Shared Mailbox Administrators information on how to use the ESCB-PKI Registration Authority application to manage their shared mailbox certificates.

1.1. THE ESCB-PKI WEBSITE

From this Website you can have access to the ESCB-PKI services, and you can also find additional information connected to certificate management, token management and Public Key Infrastructures.

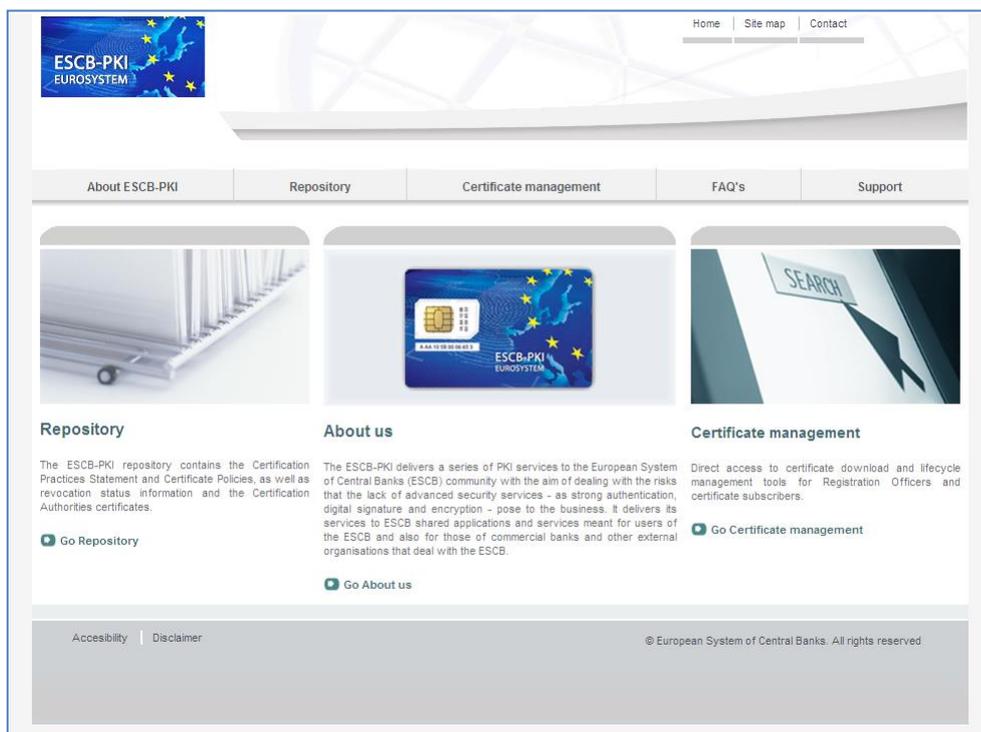


Figure 1 - ESCB-PKI Website

To access to the ESCB-PKI services, open your web browser and type the following URL address, <https://pki.escb.eu/>. You will find the following information:

- **About ESCB-PKI** Generic information with regards to the ESCB-PKI services.
- **Repository** ESCB-PKI public information: Certificate Practice Statement (CPS) document, Certificate Policy (CP) documents, Certificate Authority (CA) certificates, Certificate Revocation Lists (CRLs), etc.
- **Certificate management** ESCB-PKI Registration Authority application links and related guidelines.
- **FAQ** Frequently Asked Questions.
- **Support** Software needed to manage ESCB-PKI tokens and utilities to test ESCB-PKI certificates.

2. THE ESCB-PKI REGISTRATION AUTHORITY APPLICATION

2.1. SYSTEM REQUIREMENTS

The following software is required to use the ESCB Registration Authority application:

- ESCB-PKI Smartcard drivers
- Native application required to manage certificates in a smart card.
- One of the following web extensions of your choice, according to your browser preferences:
 - Mozilla Firefox ESCB-PKI Certificate Enrollment extension.
 - Chrome and Edge ESCB-PKI Certificate Enrollment extension.

Instructions on the installation of the aforementioned software are available in the ESCB-PKI User guide - Browser configuration, which may be downloaded from the ESCB-PKI portal support area:

<https://pki.escb.eu/epkweb/en/support.html>

The following browsers have been thoroughly tested and are therefore recommended:

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Microsoft Edge

Note. - “JavaScript” and “Cookies” must be enabled in the web browser for the application to work properly.

2.2. LAYOUT

Please be aware that two different ESCB-PKI services environments are reachable by ESCB-PKI customers: acceptance and production. Each environment has a different frame colour so the customer can easily tell the difference and use the one that better suits their intended usage; furthermore, the acceptance environment includes an acceptance label in the upper right position indicating that the acceptance environment is the one being accessed.

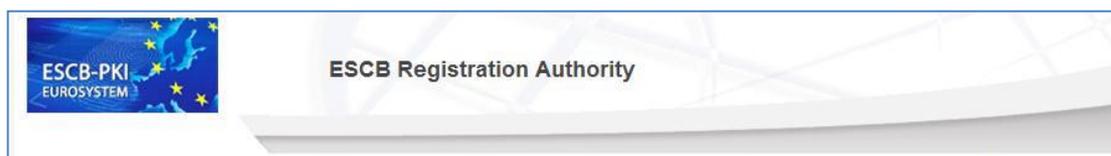


Figure 2 - Production frame



Figure 3 - Acceptance frame

After logging into RA application, the following features will always be available to the user:

- A menu will be shown on the left frame to facilitate quick access to all available options.
- A **Logout** option in the upper-right corner to end the user session.



Figure 4 - General layout

2.3. ACCESS

In the ESCB-PKI Website click on the **Certificate management** tab. This page contains the list of the ESCB-PKI services available. Click the **Access with certificate** link available in the **Certificate management and other role-based operations** section.

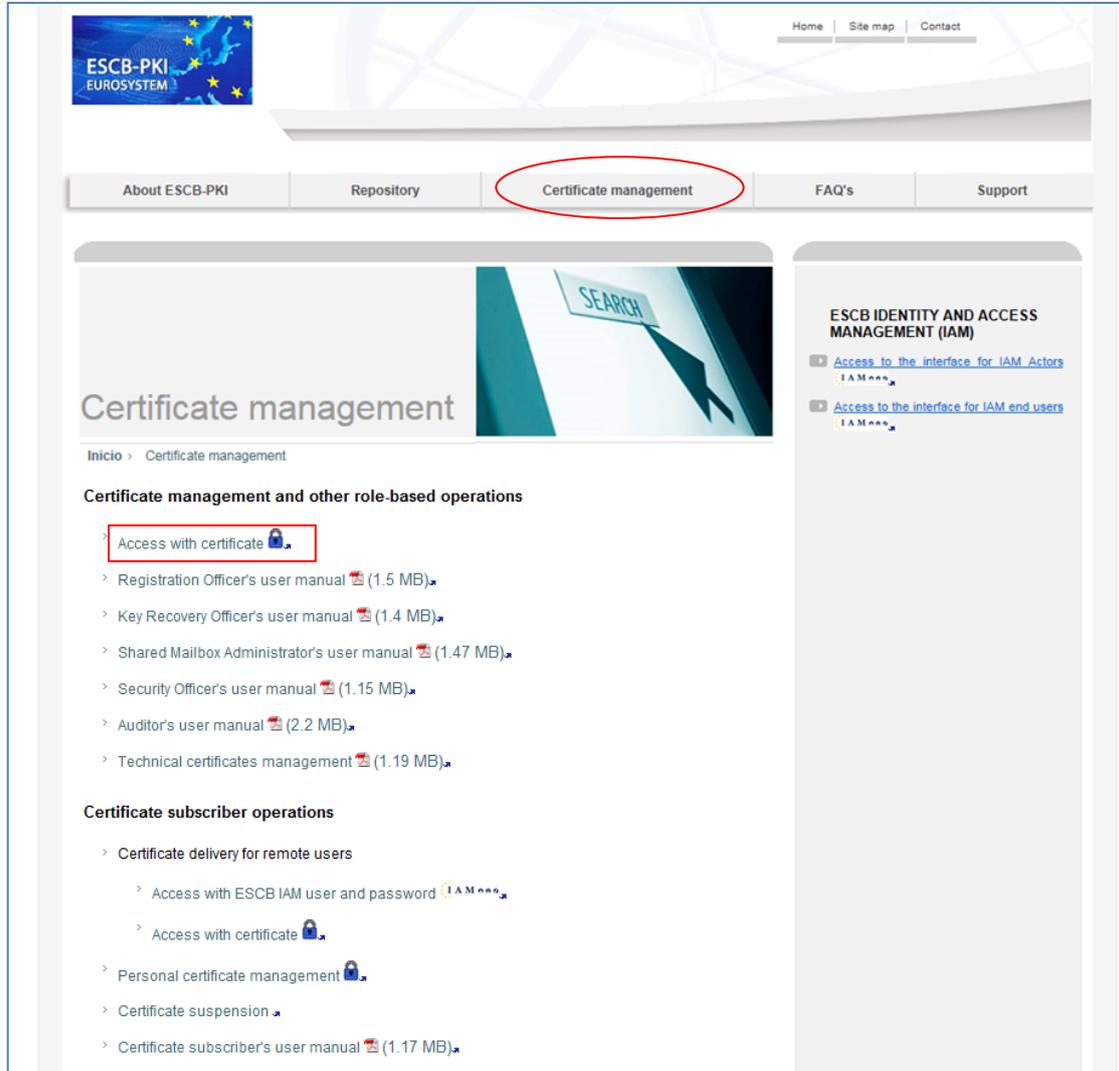


Figure 5 - ESCB-PKI Website - Registration Authority Application

Next sections of this document provide step by step instructions and background information on how to use the Registration Authority application to register shared mailboxes.

3. ESCB-PKI RA: SHARED MAILBOX ADMINISTRATOR TASKS

Enter to the ESB-PKI Website and click the **Access with certificate** link available in the **Certificate management and other role-based operations** section. You must use a CAF-compliant certificate (i.e., your ESCB-PKI certificate) to authenticate.

If you have been granted the role of Shared Mailbox Administrator (SMA) you may:

- Register new shared mailboxes that belong to your Central Bank. This process is required to manage certificates for those shared mailboxes.
- Search shared mailboxes that belong to your Central Bank and modify the most relevant attributes.
- Request certificates for the shared mailboxes and process the request (i.e., download the certificates) once that a Registration Officer has approved it.
- Review and obtain reports of the shared mailbox certificates and certificate requests that have been managed in your organization.

Shared Mailbox Administrator menu

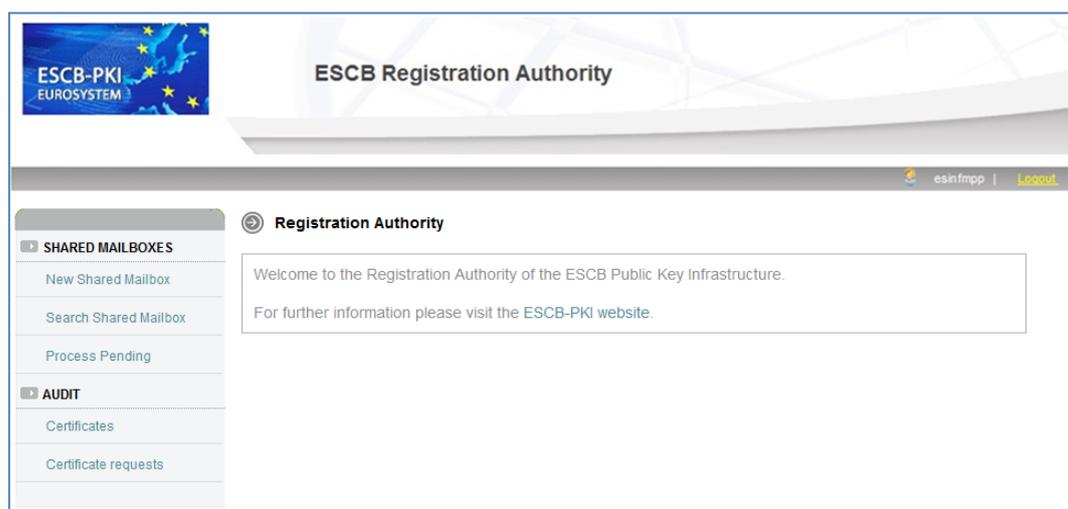


Figure 6 - Shared Mailbox Administrator menu

The following options will be available in the left frame menu:

- **New Shared Mailbox** To register shared mailboxes that belong to your Central Bank.
- **Search Shared Mailbox** To modify the details of the shared mailboxes that have been registered in your Central Bank.
- **Process Pending** To show all shared mailbox certificate requests from your Central Bank that have been approved and are pending to process (you will be able to process only the request that you have created).
- **Audit > Certificates** To show the shared mailbox certificates from your Central Bank.
- **Audit > Certificate Requests** To show the shared mailbox certificate requests from your Central Bank.

Next sections of this document will further develop these options.

3.1. REGISTER A SHARED MAILBOX

The **New Shared Mailbox** option allows you to register a new shared mailbox that belongs to your Central Bank. This step is necessary to manage certificates for the shared mailbox.

Figure 7 - New shared mailbox

It is necessary to identify a shared mailbox custodian, i.e., the person in charge of the shared mailbox that will accept the Terms and Conditions for the usage of the shared mailbox certificate. In case that, as the Shared Mailbox Administrator, you are also the custodian of the shared mailbox being registered, for your convenience you can select the *Are you the custodian of the shared mailbox* option and your personal information will be copied in the custodian data. In this case take into account that, if in the future you modify any attribute from your personal account, it will not be automatically propagated to the shared mailboxes for which you have been identified as the custodian.

The fields that are available are the following (fields marked with an asterisk * are mandatory):

Information about the shared mailbox

- **Unique Identifier** Identifier of the IAM account to be linked to the shared mailbox.
- **Display Name** Name of the shared mailbox. This field will be included in the Common Name (CN) attribute of the shared mailbox certificate.
- **Description** Shared mailbox description. This attribute is used only for identification purposes, but it will not be included in the shared mailbox certificate.
- **E-mail address** E-mail address of the shared mailbox.

Information about the shared mailbox custodian

- **ESCB User Id** IAM account identifier.
- **Name** First name.
- **Middle name** Middle name.
- **Surnames** Family name.
- **E-mail address** E-mail address.
- **National identity number, employee number and date and place of birth**
These attributes are used to uniquely identify the shared mailbox custodian. You must provide at least one of them.

3.2. SEARCH SHARED MAILBOX

From the **Search Shared Mailbox** option, you can find the list of shared mailboxes that have been registered by you or other Shared Mailbox Administrator from you Central Bank. Several filtering criteria can be applied to narrow the search.

Figure 8 - Search shared mailbox

Press the **Search shared mailbox** button.

Detail	Display Name	Email Address	Name of custodian	Email of custodian
	BDE_PRUEBA_SMB	pkibde@bde.es	PENA PINON,Miguel	miguelangel.pena@bde.es
	PRUEBA_SMB2	escb-pki@bde.es	PENA PINON,Miguel	miguelangel.pena@bde.es
	SEE PROJECT USER 120	ESCBPKI-revoked-certificate@bde.es	CALERO LAGUIA,Sebastian	sebastian.calero@bde.es

Figure 9 - Shared mailbox list

From this list you can select any specific shared mailbox in order to manage its certificates or certificate requests. Clicking the eye icon () the shared mailbox details will be displayed.

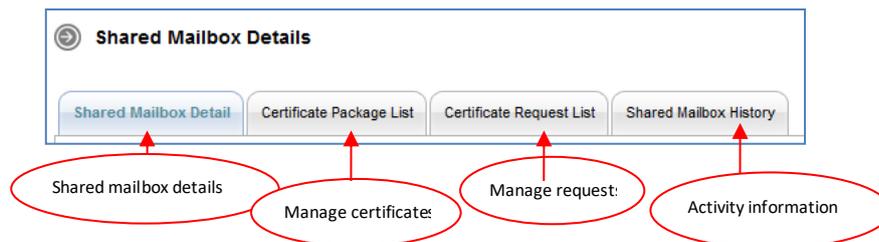


Figure 10 - Shared mailbox details

ECB - Restricted

The following operations may be executed:

- Check shared mailbox details (Shared Mailbox Detail Tab)
- Manage certificates (Certificate Package List Tab)
- Manage requests (Certificate Request List Tab)
- Check the activity associated with the shared mailbox (Shared Mailbox History Tab)

3.2.1. SHARED MAILBOX DETAILS

Clicking this tab, it displays the shared mailbox attributes (display name, e-mail address, etc.) and the information about its custodian (first name, surname, user-id, etc.)

Shared Mailbox Details

Shared Mailbox Detail | Certificate Package List | Certificate Request List | Shared Mailbox History

Shared Mailbox	
Unique Identifier	t-esbdepruebasmb
Display Name	BDE_PRUEBA_SMB
Description	PRUEBA SHARED MAILBOX
Email Address	pkibde@bde.es

Custodian of the Shared Mailbox	
Escb User ID	t-esinfmpp
Name	Miguel
Middle Name	
Surnames	PENA PINON
Email Address	miguelangel.pena@bde.es
National Identity Number	
Employee Number	
Birth Date	29/12/1974
Birth Place	MADRID

Back to shared mailbox list

Figure 11 - Shared mailbox details

3.2.2. CERTIFICATE PACKAGE LIST

This tab shows all ESCB-PKI certificates currently associated with the shared mailbox and the status of these certificates. Possible statuses are:

- **Active** Certificates are valid.
- **Revoked** Certificates cannot be used any more.
- **Suspended** Certificates have been temporarily invalidated.
- **Damaged** Certificates have been replaced due to damage.
- **Renewed** Certificates have been replaced due to expiration.

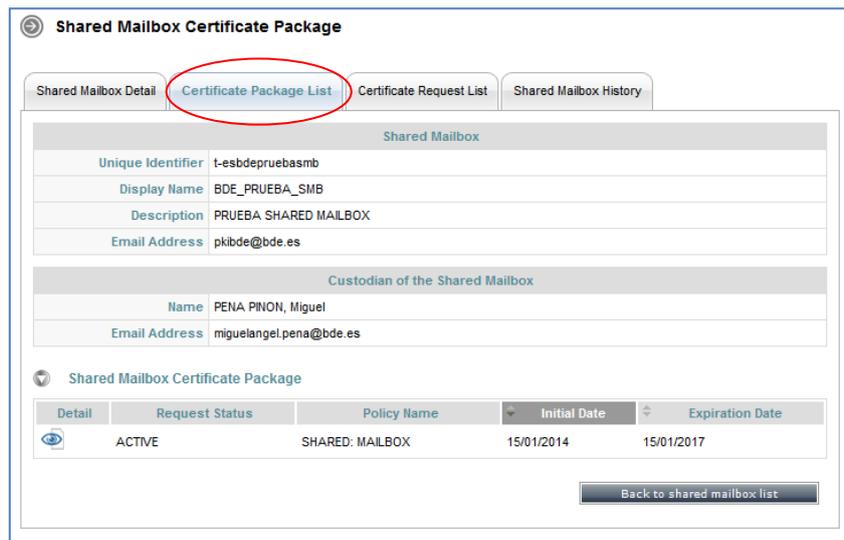


Figure 12 - Shared mailbox certificate package list

Certificates are grouped into “packages”. A certificate package is a collection of certificates defined by a Certificate Policy.

Clicking a certificate package shows the certificate details and allows the following operations:

- **Certificate download** Clicking the  button a copy of the certificate (**only public information**) will be downloaded to be locally stored in a file (a .cer file containing the certificate). It is important to notice that the private key will not be provided.
- **Certificate Package History** This tab shows the activity associated with this certificate.

3.2.3. CERTIFICATE REQUEST LIST

This tab displays all certificate requests that currently belong to the shared mailbox together with the status of these certificates:

- **Completed** The request has been processed and the certificates have been generated.
- **Cancelled** The request has been cancelled.
- **Expired** The request has expired.
- **RO-Pending** The RO shall still process the request.
- **User-Pending** The certificate can be downloaded by the person that created the certificate request. The RO has already approved the request.

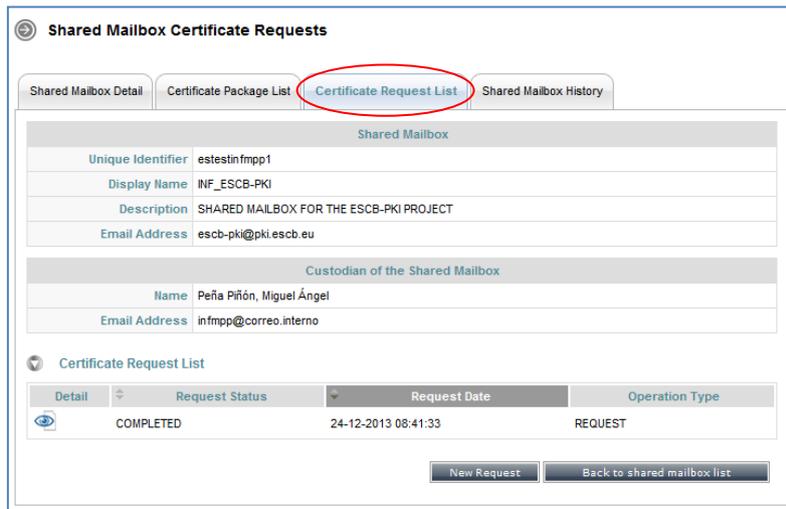


Figure 13 - Shared mailbox certificate requests list

Clicking the **New Request** button initiates the request of a new certificate for the shared mailbox.

Very important: only the person that requests a certificate for the shared mailbox will be allowed to process the request (i.e., to download the certificate), once that it has been approved by a Registration Officer.

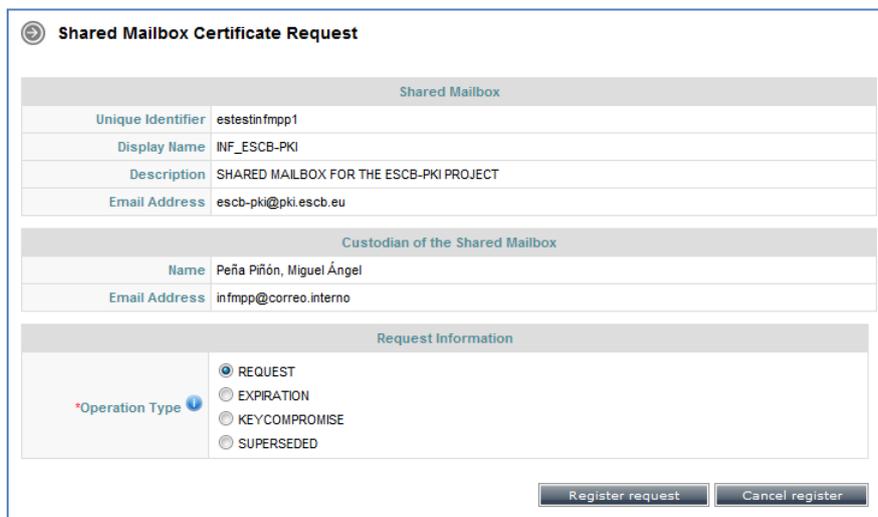


Figure 14 - New shared mailbox certificate request

You must indicate the reason of the new request:

- **Request** This is the first time that a certificate is being requested for this shared mailbox.
- **Expiration** This shared mailbox has got a certificate that is going to expire soon.
- **Key compromise** The private key linked to the certificate that this shared mailbox has got has been compromised.
- **Superseded** This shared mailbox has got a certificate that has been superseded (i.e., some of the information included in the certificate has changed).

In the certificate list tab, you can click the  button to access the certificate request details:

Shared Mailbox	
Unique Identifier	estestinfmpp1
Display Name	INF_ESCB-PKI
Description	SHARED MAILBOX FOR THE ESCB-PKI PROJECT
Email Address	escb-pki@pki.escb.eu

Custodian of the Shared Mailbox	
Name	Peña Piñón, Miguel Ángel
Email Address	infmpp@correo.interno

Person who creates the request	
Requestor Name	Vidal González, Esther
Requestor Email	infevg@correo.interno

Certificate Package Request Detail	
Request Number	20140413-00000000000000000000000214
Certificate Package Type	SHARED: MAILBOX
Request Status	USER PENDING
Reason	SUPERSEDED
Request Date	13/04/2014

Figure 15 - Shared mailbox certificate request details

You may select the following operations (the available options will be dependent on the status of the request):

- **Process request** To process the certificate request once that it has been approved and download the certificate (very important: only the person that requested the certificate can download it once that the request has been approved).
- **Cancel request** To cancel the certificate request (only if you created the request).
- **Back to shared mailbox request list** To go back to the shared mailbox certificate requests list.
- **Certificate request history** This tab shows the activity associated to this certificate request.

3.2.4. SHARED MAILBOX HISTORY

Displays all the activity related to the shared mailbox.

The screenshot shows the 'Shared Mailbox History' interface. At the top, there are four tabs: 'Shared Mailbox Detail', 'Certificate Package List', 'Certificate Request List', and 'Shared Mailbox History' (which is selected). Below the tabs is a 'History List' section containing a table with the following data:

Who	When	What	Result
t-esinmfp	15-01-2014 08:22:58	Download issued certificate.	INFO
t-esinmfp	15-01-2014 08:22:58	Download issued certificate.	INFO
t-esinmfp	15-01-2014 08:22:56	Issue certificate package.	INFO
t-esinmfp	15-01-2014 08:22:56	Issue certificate package.	INFO
t-esinmfp	15-01-2014 08:22:05	Generation of the terms and conditions document.	INFO
t-esinfevg	14-01-2014 19:33:55	Approve shared mailbox certificate request.	INFO
t-esinmfp	14-01-2014 17:10:43	Generation of the terms and conditions document.	INFO
t-esinmfp	14-01-2014 17:10:39	Register new shared mailbox certificate request.	INFO
t-esinmfp	14-01-2014 17:10:12	Register new shared mailbox.	INFO

At the bottom right of the table, there are two buttons: 'Export XLS' and 'Back to shared mailbox list'.

Figure 16 - Shared mailbox activity

3.3. PROCESS PENDING SHARED MAILBOX CERTIFICATE REQUESTS

From the **Shared mailbox > Process pending** option you can access to all pending shared mailbox certificate requests for your Central Bank. However, you will be able to process only the requests that have been created by you.

Detail	Name	Request Status	Creation Date	Reason
	INF_ESCB-PKI	USER PENDING	13-04-2014 10:28:03	SUPERSEDED

Figure 17 - Shared mailbox certificate requests pending to process

Clicking the button further details of the request will be displayed.

Figure 18 - Shared mailbox certificate request detail

The status of the request can be:

- **RO-Pending** A Registration Officer has to approve the request.
- **User-Pending** The Shared Mailbox Administrator that created the request can generate and download the certificates. A RO has already handled the request and has allowed a remote download.

You may select the following operations (the available options will be dependent on the status of the request):

- **Process request** To process the certificate request once that it has been approved and download the certificate (very important: only the person that requested the certificate can download it once that the request has been approved).
- **Cancel request** To cancel the certificate request (only if you created the request).
- **Back to shared mailbox request list** To go back to the shared mailbox certificate requests list.

- ***Back to approve pending list*** To go back to the list of pending shared mailbox certificate requests.
- ***Certificate request history*** This tab shows the activity associated to this certificate request.

3.3.1. GENERATE AND DOWNLOAD SHARED MAILBOX CERTIFICATES

This section describes how to download a shared mailbox certificate. This process is initiated only by the person who requested the certificate and once that a Registration Officer has approved the request.

1. The process is initiated by clicking the Process Request button from the shared mailbox certificate request details. The following screen will be shown:

Figure 19 - Download shared mailbox certificate

Enter a PIN to protect the shared mailbox certificate file:

- PIN length must be between 15 and 25 characters.
- PIN is a combination of capital and non capital letters, numbers and special characters (special characters are @ % + / ! # \$ ^ ? : . () { } [] ~ ` - _)

Check the *Include CA Certificates* option if you wish that the certificate file includes the certificates of the root and subordinate CAs.

Check the *Publish in IAM Directory* option if you wish that a copy of the certificate (only the public part) is published in IAM Directory so that the certificate is automatically mapped to the corresponding IAM account.

2. Click the **Download** button. The certificate will be generated.

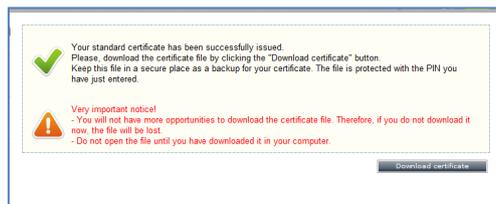


Figure 20 - Shared mailbox certificate generated

3. Click the **Download certificate** button to store the certificate.
4. A File Download dialog box will pop up. Click the **SAVE** button to download the keys.

Important notice!



If you select the **OPEN** option (instead of **SAVE**) Windows will automatically start the installation of the certificate in your PC.

The certificate will be saved, protected by the PIN, to ensure that only the shared mailbox custodian and authorised users can access to the private key.

5. Handle the file to the shared mailbox custodian and recommend him to keep this file as a backup copy of the certificate. This will permit him to recover the certificate in the future and to provide a copy to the authorised users.

3.4. CERTIFICATE AUDIT

From the **Audit > Certificates** option you can access to the information about the shared mailbox certificates issued for your Central Bank.

Figure 21 - Search certificates

Clicking the Search button shows the certificates that meet the search criteria.

Detail	Subscriber	Policy Name	State	Initial Date	Expiration Date
	APLICACION_PRUEBAS	TECHNICAL: DOMAIN CONTROLLER PKCS12	Active	24-03-2014 14:51:44	24-03-2017 14:51:44
	t-esinfpr5	PERSONAL: MOBILE DEVICE	Active	12-03-2014 17:15:56	12-03-2017 17:15:56
	PRUEBAS_EPK	TECHNICAL: APPLICATION PKCS12	Active	12-03-2014 17:11:38	12-03-2017 17:11:38
	t-esinfpr4	PERSONAL: ADVANCED PROVISIONAL	Expired	26-02-2014 17:32:38	27-02-2014 23:58:59
	ESCB-PKI_LDAP	TECHNICAL: SSL SERVER PKCS12	Active	19-02-2014 09:03:23	19-02-2017 09:03:23
	ESCB-PKI_LDAP	TECHNICAL: SSL SERVER PKCS12	Active	19-02-2014 09:00:44	19-02-2017 09:00:44
	ESCB-PKI_LDAP	TECHNICAL: SSL SERVER PKCS12	Active	19-02-2014 08:57:24	19-02-2017 08:57:24
	SEE PROJECT USER 120	SHARED: MAILBOX	Revoked	11-02-2014 16:28:58	11-02-2017 16:28:58
	t-esinfpr5	PERSONAL: SECURE EMAIL GATEWAY	Active	10-02-2014 18:40:54	10-02-2017 18:40:54
	t-esinfpr5	PERSONAL: MOBILE DEVICE	Revoked	10-02-2014 18:40:23	10-02-2017 18:40:23
	t-esinfpr5	PERSONAL: SECURE EMAIL GATEWAY	Revoked	10-02-2014 18:07:23	10-02-2017 18:07:23
	t-esinfpr5	PERSONAL: MOBILE DEVICE	Revoked	10-02-2014 18:06:04	10-02-2017 18:06:04
	PRUEBA_SMB2	SHARED: MAILBOX	Active	30-01-2014 16:57:00	30-01-2017 16:57:00
	APLICACION_PRUEBAS	TECHNICAL: DOMAIN CONTROLLER PKCS10	Active	16-01-2014 18:14:30	16-01-2017 18:14:30
	APLICACION_PRUEBAS	TECHNICAL: DOMAIN CONTROLLER PKCS10	Active	16-01-2014 18:10:29	16-01-2017 18:10:29
	t-esinfmpp	PERSONAL: SECURE EMAIL GATEWAY	Active	15-01-2014 16:07:27	15-01-2017 16:07:27
	t-esinfmpp	PERSONAL: MOBILE DEVICE	Active	15-01-2014 16:06:11	15-01-2017 16:06:11
	APLICACION_PRUEBAS	TECHNICAL: APPLICATION PKCS12	Active	15-01-2014 08:52:18	15-01-2017 08:52:18
	t-esinfpr3	PERSONAL: MOBILE DEVICE	Active	15-01-2014 08:48:56	15-01-2017 08:48:56
	BDE_PRUEBA_SMB	SHARED: MAILBOX	Active	15-01-2014 08:21:53	15-01-2017 08:21:53

Figure 22 - Certificates list

The **Export XLS** button generates an Excel document with the details of all the certificates meeting the search criteria.

Click the  button to see the details of a certificate from the list.

3.5. CERTIFICATE REQUESTS AUDIT

From the **Audit > Certificate requests** option you can access to the information about the shared mailbox certificate requests generated at your Central Bank.

Figure 23 - Search certificate requests

Clicking the Search button shows the certificate requests that meet the search criteria.

Certificate request list

Detail	Subscriber	Subscriber Type	Certificate Package Type	Request Status	Request Date	Request Reason
	APLICACION_PRUEBAS	Devices	Standard	Completed	24-03-2014 14:52:01	Request
	t-esinfppr5	ESCB Users	Mobile Device	Completed	12-03-2014 17:15:13	Key compromise
	PRUEBAS_EPK	Devices	Standard	Completed	12-03-2014 17:12:14	Request
	t-esinfdbcx	ESCB Users	Provisional	Cancelled	26-02-2014 17:42:57	Request
	t-esinfppr4	ESCB Users	Provisional	Completed	26-02-2014 17:31:29	Request
	ESCB-PKI_LDAP	Devices	Standard	Completed	19-02-2014 09:03:29	Request
	ESCB-PKI_LDAP	Devices	Standard	Completed	19-02-2014 09:00:43	Request
	ESCB-PKI_LDAP	Devices	Standard	Completed	19-02-2014 08:58:08	Request
	SEE PROJECT USER 120	Shared Mailbox	Shared Mailbox	Completed	11-02-2014 16:28:59	Request
	t-esinfppr5	ESCB Users	Gateway	Completed	10-02-2014 18:20:17	Request
	t-esinfppr5	ESCB Users	Mobile Device	Completed	10-02-2014 18:20:08	Request
	t-esinfppr5	ESCB Users	Gateway	Completed	10-02-2014 18:07:56	Request
	t-esinfppr5	ESCB Users	Mobile Device	Completed	10-02-2014 18:06:39	Request
	PRUEBA_SMB2	Shared Mailbox	Shared Mailbox	Completed	30-01-2014 16:55:02	Request
	t-esinfppr3	ESCB Users	Gateway	Cancelled	27-01-2014 16:15:39	Request
	APLICACION_PRUEBAS	Devices	Advanced	Completed	16-01-2014 18:15:25	Request
	APLICACION_PRUEBAS	Devices	Advanced	Completed	16-01-2014 18:09:39	Request
	t-esinfmpp	ESCB Users	Gateway	Completed	15-01-2014 16:08:04	Request
	t-esinfmpp	ESCB Users	Mobile Device	Completed	15-01-2014 16:06:50	Request
	APLICACION_PRUEBAS	Devices	Standard	Completed	15-01-2014 08:51:43	Key compromise

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8

Export XLS Details of Search

Figure 24 - Certificate requests list

The **Export XLS** button generates an Excel document with the details of all the certificate requests meeting the search criteria.

Click the  button to see the details of a certificate request from the list.

4. MORE INFORMATION ABOUT ESCB-PKI

For further information see the ESCB-PKI Website, <https://pki.escb.eu/> (you may want to bookmark this site for future references). The Frequently Asked Questions (FAQ) section will be your best source of support information.

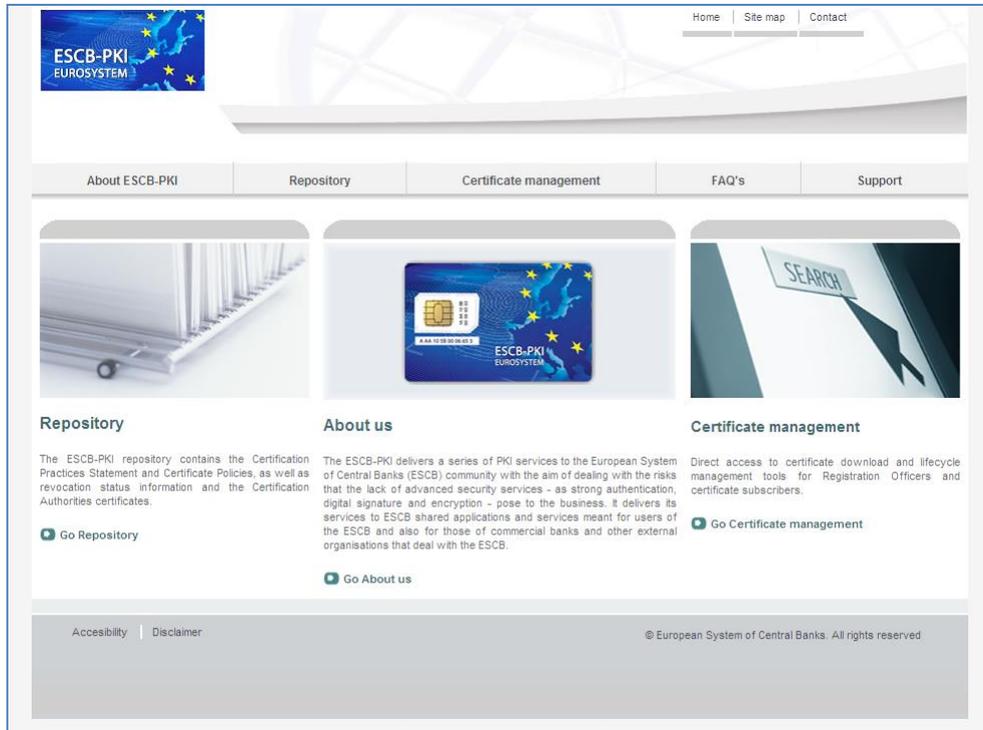


Figure 25 - ESCB-PKI Website

In the ESCB-PKI Website you will find the following information:

- **About ESCB-PKI** Generic information with regards to the ESCB-PKI services.
- **Repository** ESCB-PKI public information: Certificate Practice Statement (CPS) document, Certificate Policy (CP) documents, Certificate Authority certificates, CRLs, etc.
- **Certificate management** ESCB-PKI Registration Authority tool.
- **FAQ** Frequently asked questions.
- **Support** Software needed to manage ESCB-PKI tokens and utilities to test ESCB-PKI certificates.

Note: The last version of this document can be found in the ESCB-PKI Website, along with other ESCB-PKI guides and manuals.