

## FREQUENTLY ASKED QUESTIONS - CIMB ONLINE RENEWAL

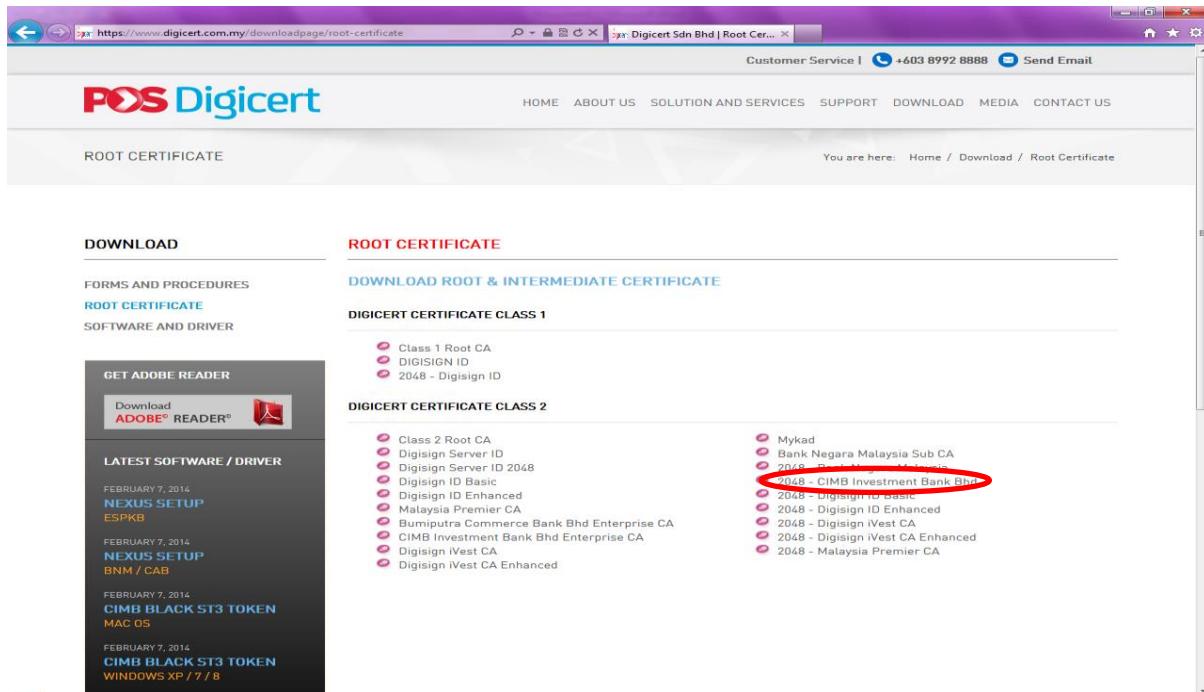
1. Can I renew my token online instead of sending back my token to Digicert Sdn Bhd?
  - Yes, you may proceed with online renewal by following the below requirement:
    - Renew **ONLY** at Windows 7
    - **BLACK Token** (If your token is WHITE COLOR, you have to send the token to Digicert for renewal purposes since we need to replace it to the latest version of token due to the migration of 2048 system)
2. If yes, how?
  - Amend the Internet & Trusted Site Zone Configuration
  - Install/download the **CIMB Trusted 2.exe** files.
  - After done install the **CIMB Trusted 2.exe** files, you have to **RESTART** the computer before proceed to LOGIN button to renew the token.
3. Why I can't access to Cash Management even though I have done the online renewal?
  - This is probably due to the new Intermediate Certificate that had been upgrade to 2048 migration and need to be installed in the token. Thus, you need to check the certification path by following below instructions:
  - Double click **Internet Explorer > Tools > Internet Options > Content > Certificates > Personal > Double click on user name > click on Certification Path**



Figure 1: Complete installation for the token

- If you have only 1 layer instead of 3 layers as per above picture and the certificate status is “**The issuer of this certificate could not be found**”, kindly install the middleware by follow the instructions below:

Go to [www.digicert.com.my](http://www.digicert.com.my) > Download > Root Certificate > Digicert Certificate Class 2 > <https://www.digicert.com.my/download/rootcert/2048CIMB.cer>



**Figure 2: CIMB Root & Intermediate Certificate**

4. After I managed to do online renewal and update Intermediate certificate, why I still unable to login to Cash Management (e.g. **You are not authorised to view the webpage?**)?

- If your company's name has special characters such as (‘, “, &), the certificate could not be generated via online and you need to send back the token to Digicert in order for us to renew it manually.

5. After I did the online renewal, why the systems still detect the **OLD CERTIFICATE?**

- This is due to the system has failed to remove the old certificate. Thus, you need to send back the token to Digicert in order for us to remove the old certificate.

6. Why am I stuck at the page where it required the customer to wait for 5 minutes after I have clicked at '**Renew Certificate**'?
  - This is due to you do not **RESTART** your computer after installed **CIMB Trusted 2.exe** files.
7. After I clicked at **Digicert Renewal > GO** button, why is the error prompt "**No Xenroll.dll**"?
  - You need to do amendment in the Internet & Trusted Site Zone Configuration.