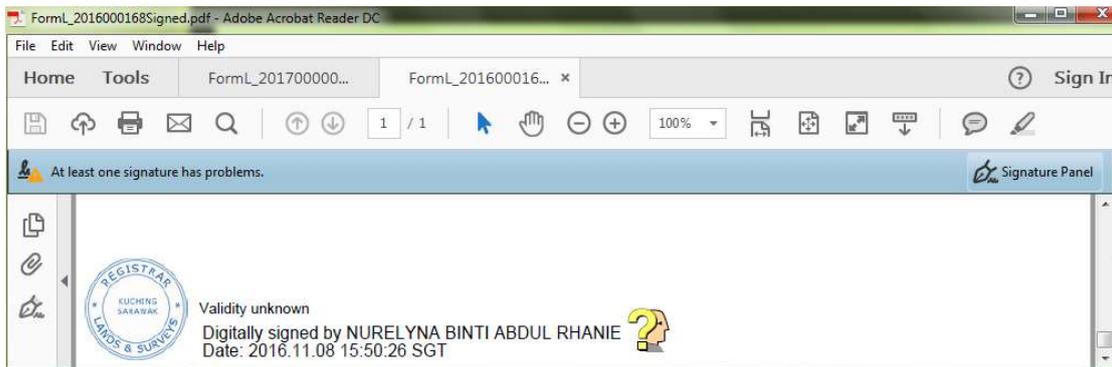


## USER GUIDE ON DIGITAL CERTIFICATE IMPORT FOR SIGNATURE VALIDATION

**Note:** This user guide is developed to help end user to install the DIGICERT Root Certificate in Adobe Acrobat Reader to verify the validity of digital signature on the document. The requirements for installation are that the user must have Adobe Reader version release 2015 and above as well as internet access. Without installation of the root cert, the user may encounter a “Validity Unknown” error for the signed document.

### Verification of digital signature (DIGICERT)

**Why do I see 'Validity Unknown' in the PDF document that I purchased and downloaded from eLASIS?**



#### Reason #1

You have not added DIGICERT Root Certificates as trusted certificates to your Adobe Acrobat Reader

- Your Adobe Acrobat Reader may be not installed with the required root certificates to validate the status of the signature. For that, the validity of the signature status remains unknown when open at your own machine.
- Please read on to have a better understanding of document security and how to install DIGICERT's root certificate to your Adobe Reader version release 2015 and above.

#### Reason #2

The digital certificate used to sign the document is no longer valid.

- If you have already have the required root certificates being added as Trusted Certificates (ie. Class 2 Root CA and 2048 – Digisign ID Basic from POS Digicert Sdn. Bhd.) and still have the same problem, it is possible that the certificate's validity has expired. Refer to Step 18-19 at the end of this document.

### **What is DIGICERT?**

- DIGICERT is a leading Certification Authority (CA) in Malaysia providing trust solutions for e-businesses. DIGICERT is licensed by the Government of Malaysia under the Digital Signature Act of 1997. DIGICERT trust solutions are legally recognized under Malaysian law.

- eLASIS has engaged DIGICERT to provide Secured Online Transaction Services via Public Key Infrastructure (PKI).
- For more information about DIGICERT, please visit the following url:  
<https://www.posdigicert.com.my/>

### **What is Root Certificate?**

- A root certificate is a digital certificate from a certification authority. The public key in this certificate is used to verify the signature of the certification authority. With the corresponding private key the certification authority signs all certificates issued.
- The root certificate confirms that the public key and the certification authority are linked. By downloading the root certificate the user agrees to trust the certification authority.
- Source: <https://www.posdigicert.com.my/support/faq-general>

### **Why do I need to install DIGICERT Root Certificate for eLASIS?**

- Land and Survey Department, Sarawak is practicing digital signature as an endorsement for a few of the online products and services under eLASIS. The products are as listed below:
  - 1) Extract of Title
  - 2) Extract of Strata Title
  - 3) Full Print out of Title
  - 4) Full Print out of Strate Title
  - 5) Form L – Lodgement of Land Instruments

These products are in softcopy Adobe PDF format. Once you have downloaded the document, you want to verify and trust document is from Land and Survey Department Sarawak and that content have not been tampered with.

For this purpose, you need to install DIGICERT's Root Certificate into Adobe Acrobat Reader 2015 version and above.

The root certificate is digital certificate by DIGICERT. It ensures integrity, authentication, and non-repudiation (digital signing/verification)

**How do I install the DIGICERT Root Certificate to my Adobe Acrobat Reader?**

**Please refer to User Guide published by POS Digicert Malaysia**

**<https://www.posdigicert.com.my/pdfguide/#certificate>**

Note: The URL above may change by POS Digicert. Please check latest from their website.