



e-Cert (Server) User Guide

For Microsoft IIS 10.0

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A. Guidelines for e-Cert (Server) Applicant

After receipt and approval of an e-Cert (Server) application, Hongkong Post Certification Authority will send an e-mail with subject “Submission of Certificate Signing Request (CSR)” to request the Authorized Representative to submit the CSR at the Hongkong Post CA web site.

This user guide is for reference by applicants of e-Cert (Server) in generating their key pair and Certificate Signing Request (CSR) using Microsoft Internet Information Server (IIS) 10.0. The CSR containing the public key will then be submitted to Hongkong Post Certification Authority for certificate signing.

If you lose the private key after the certificate is issued, you will be unable to install or use the certificate. Therefore, it is strongly recommended that you should backup the private key **before the submission of the Certificate Signing Request (CSR) and after the installation of the server certificate**. To learn the backup and restore procedures of the private key, please follow the instructions as described in the following sections:

F. Backing up the Private Key	25
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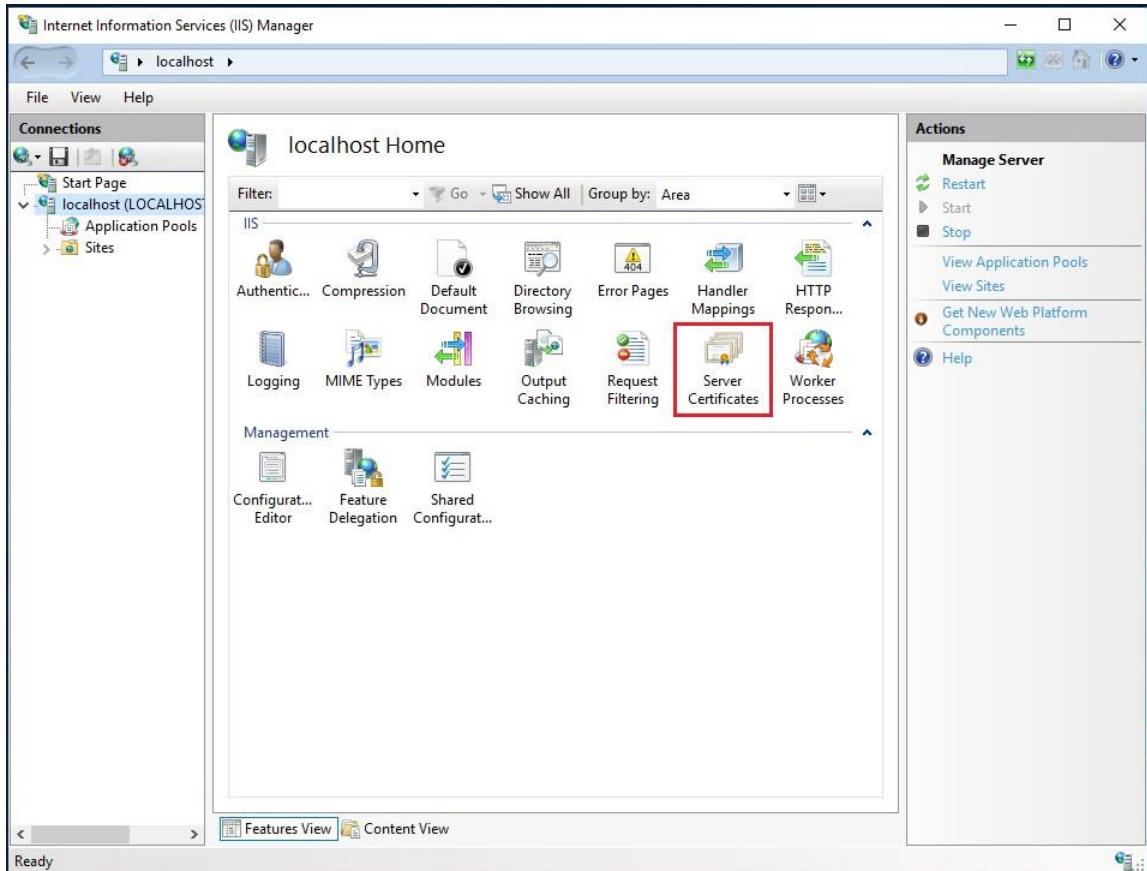
New and Renew Application

Please follow the instructions as described in the following sections for a new or renew application for e-Cert (Server):

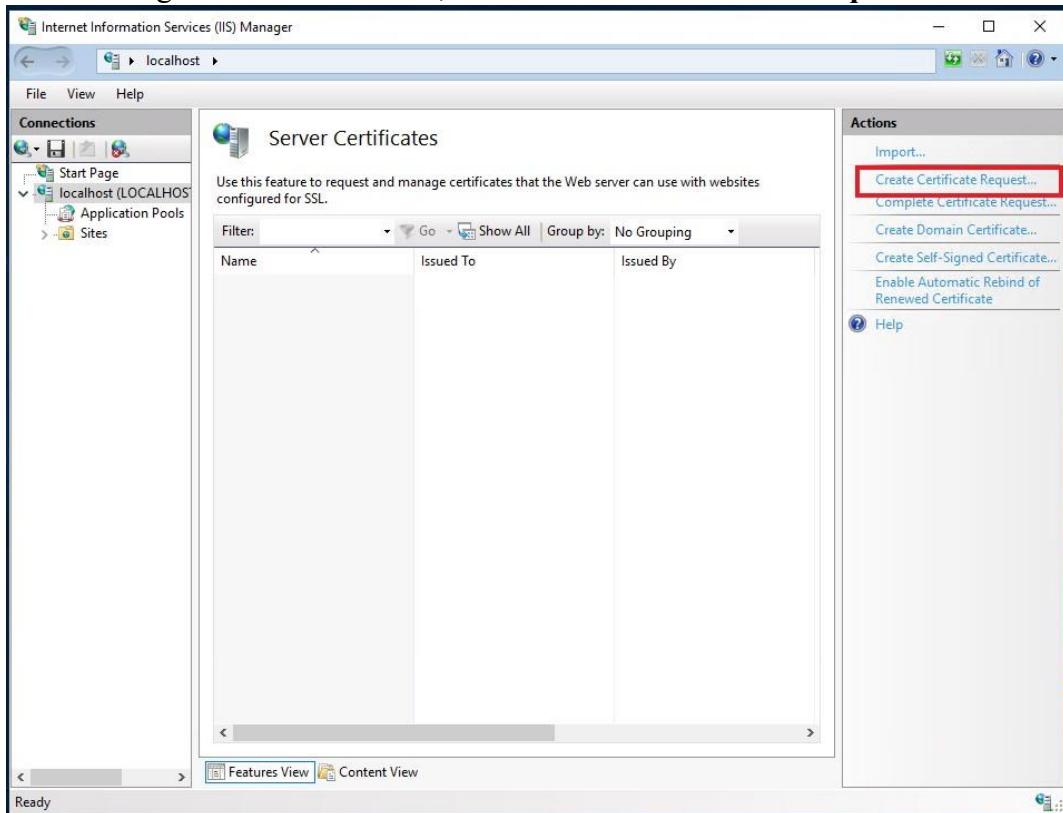
B.	Generating Certificate Signing Request (CSR)	4
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B. Generating Certificate Signing Request (CSR)

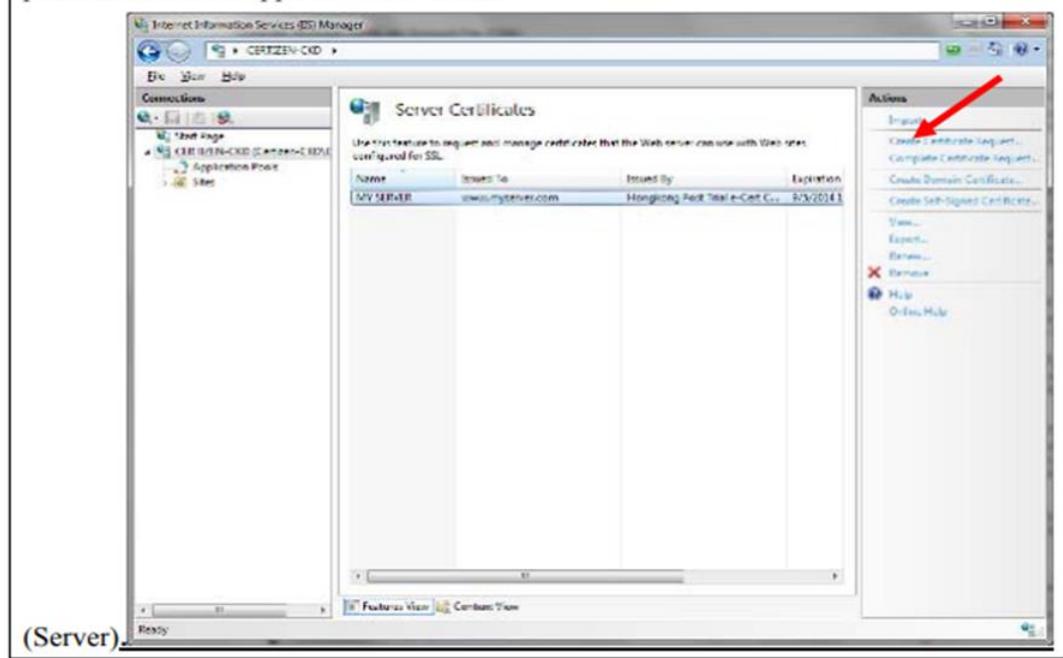
1. Start menu, “Administrative Tools”, and click on “Internet Information Services (IIS) Manager”.
2. In “Internet Information Services (IIS) Manager”, select your web site, and then double-click “Server Certificates”.



3 At the right column "Actions", select “Create Certificate Request”.



Note : For renew of e-Cert (Server) application, please do not click “Renew” option to renew the certificate. Please click “Create Certificate Request” as the same procedures as new application for e-Cert



4 Type the common name (i.e. server name) for your site, organization's name and your organizational unit, select "HK" for the "Country/Region". Type "Hong Kong" for both "State/province" and "City/locality", and then click "Next".

Note: Please make sure that the correct domain name (i.e. server name) is shown in the "Issued To" field and "HK" in the "Country/Region" field.

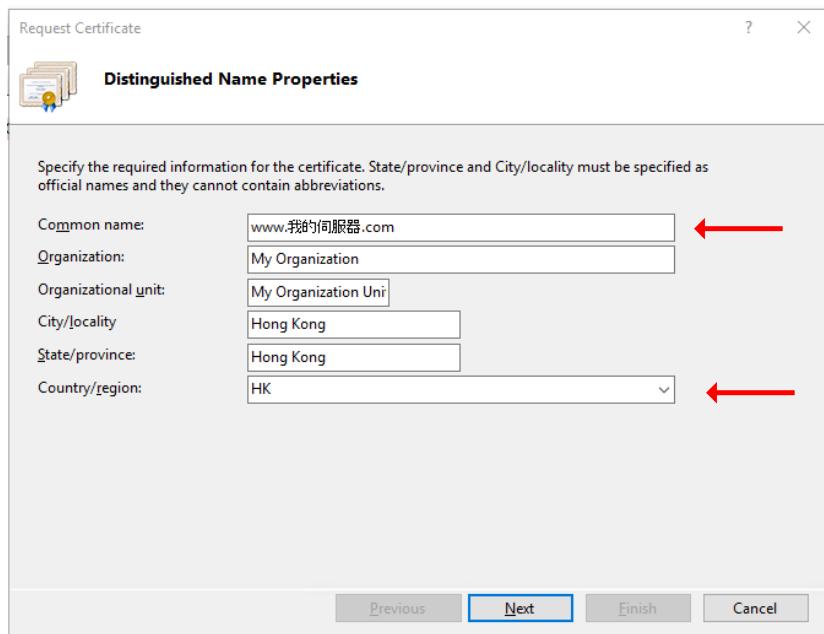
Note: For application of e-Cert (Server) with "Multi-domain" feature or EV e-Cert (Server) with "Multi-domain" feature, please input the "Common Name" field with "Server name used as Subject Name in the Certificate" being filled in the application form. It is not necessary to specify any "Additional Server Name(s)" in the Subject Alternative Name of the CSR to be generated. It will be assigned by the Hongkong Post CA system automatically based on the information applied in the application form when the certificate is issued.

For application of e-Cert (Server) with "Wildcard" feature, please input the "Common Name" field with "Server Name with Wildcard" (including the wildcard component, i.e. the asterisk '', in the left-most component of the server name), e.g. *.myserver.com, being filled in the application form.*

Note: For application of e-Cert (Server) with Chinese Domain Name

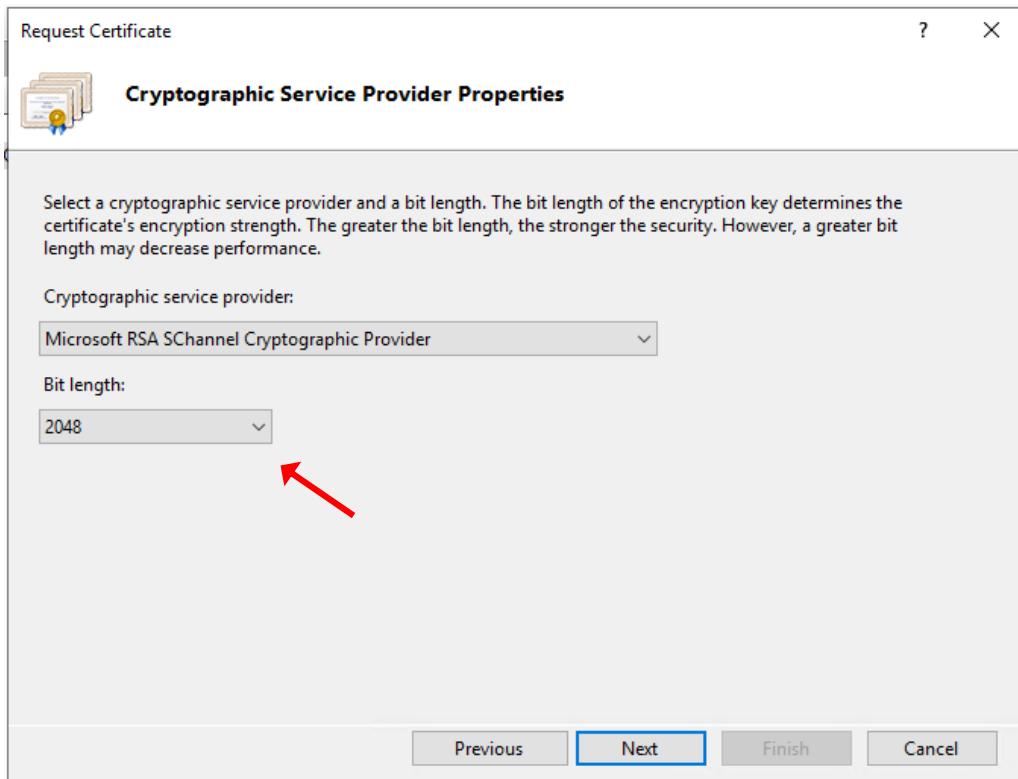
Option 1: please input the "Common Name" field with "Server name used as Subject Name in the Certificate" being filled in the application form.

Option 2: Use of IDN conversion tool to convert Chinese Domain Name into ASCII characters and input of the converted name in the "Common Name" field is also supported.

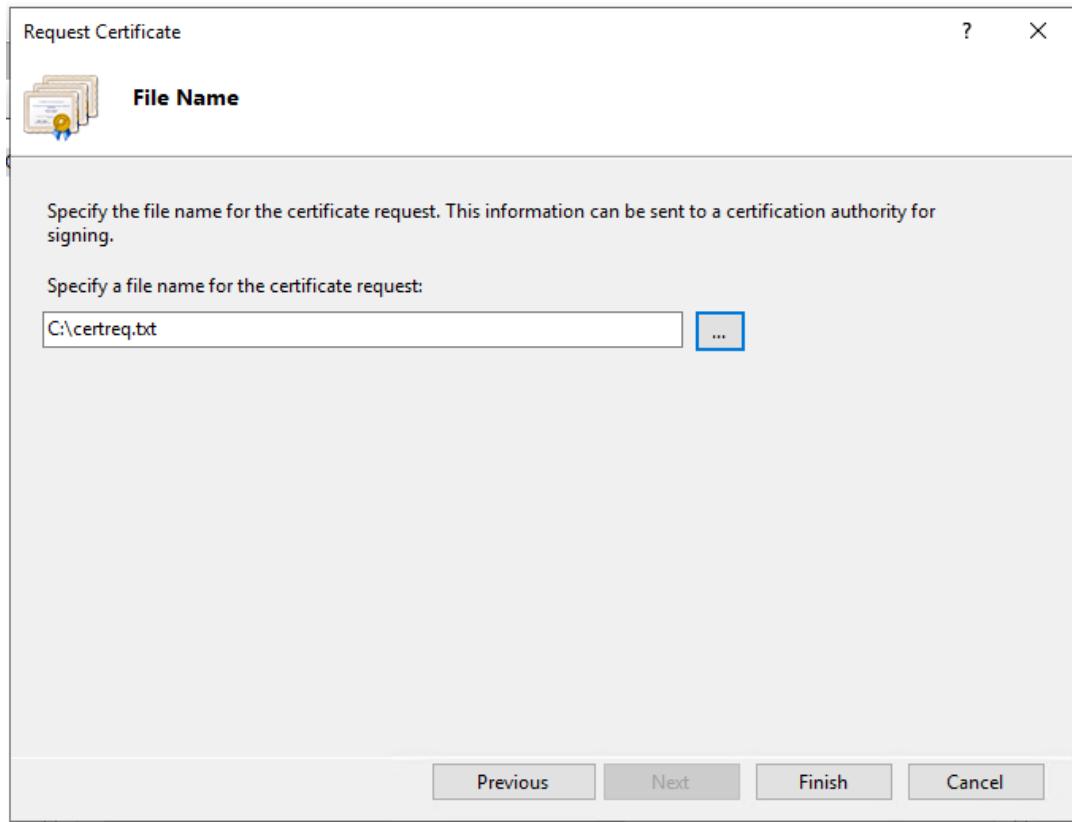


5. Choose “Microsoft RSA SChannel Cryptographic Provider” for the “Cryptographic service provider”, and “2048” for the “Bit length”, and then click “Next”.

Note: Bit length smaller than 2048 may not be strong enough, while greater than 2048 may be incompatible with certain web browsers. It is recommended the bit length of the encryption key to be 2048 in order to support better security strength.

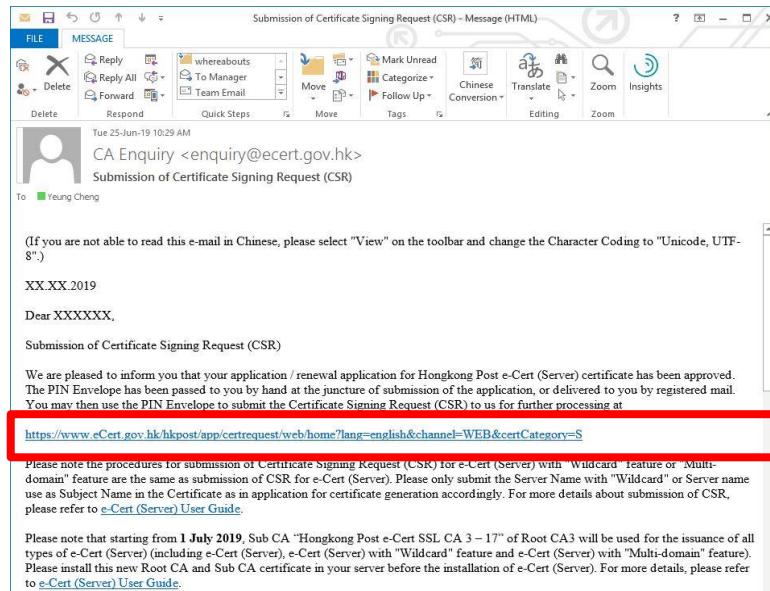


6. Enter a file name for the certificate request, and then click “Finish”.



C. Submitting Certificate Signing Request (CSR)

1. Click on the hyperlink in the e-mail with subject “Submission of Certificate Signing Request (CSR)” sent from Hongkong Post Certification Authority to access the Hongkong Post CA web site.



2. Type the “Server Name”, the “Reference Number” (9-digit) as shown on the cover of the PIN Envelope and the “e-Cert PIN” (16-digit) as shown inside the PIN Envelope, and then click “Submit”.

The personal data you provided in this form will be used by Hongkong Post and its operator of e-Cert services for provision of e-Cert services to you. Information we collected about you will not be disclosed by us to any other party in a form that would identify you unless it is permitted or authorised by law. It is voluntary for you to supply to us your personal data. Failure to provide related data may affect the processing of your application. Under the Personal Data (Privacy) Ordinance, you have a right to request access to or correction of the data about you being held by us. If you wish to do so, please complete the Data Access Request Form (Post736) or Personal Data Correction Request Form (Post736A) and return it to any post office or send it to our Personal Data Privacy Officer by e-mail or by post. The Data Access Request Form and Personal Data Correction Request Form are also available at all post offices.

Server Particulars :
Server Name :

e-Cert PIN Envelope information :
Reference Number :
(Shown on the cover of the PIN Envelope, 9-digit)
e-Cert PIN :
(No need to input the space within the 16-digit PIN)

Please note that starting from 1 May 2025, new Sub CA certificates will be used to issue e-Cert (Server). To ensure a smooth transition, please:

1. Remove the old Sub CA certificate from your server, if applicable
2. Download and install the new Sub CA certificate (labeled as "Effective from 1 May 2025")
3. Install your e-Cert (Server) which are issued on or after 1 May 2025

For more details, please refer to e-Cert (Server) User Guide.

Old Sub CA certificates without EKU fields will be revoked before 15 June 2026.

3. Click “Confirm” to confirm the application information. (If the information is incorrect, please contact Hongkong Post Certification Authority by email to enquiry@eCert.gov.hk.)

The solution for e-Security

Submission of Certificate Signing Request (CSR) - e-Cert (Server)

Subscriber Details

Server Name :	www.ecert.gov.hk
Additional Server Name(s) :	www1.ecert.gov.hk
Number of Additional Server(s) :	1
Organisation Name :	Hong Kong SAR Government 香港特別行政區政府 HKPO-Business Development Branch 香港郵政
Branch Name :	HKPO-BDB
Business Registration No. :	
Certificate of Incorporation No. / Certificate of Registration No. :	
Other Registration Document :	

Information of the certificate to be generated

Type of Certificate :	e-Cert (Server) with "Multi-domain" Feature
Subscription Period :	1-year

This page is to confirm the application data. If the above information is correct, please click "Confirm" to proceed
You may opt to get the e-Cert (Server) containing the organisation name and branch name in "Chinese" by clicking "Confirm Opt with Chinese" button to proceed

*For Chinese domain application, please make sure the Chinese characters are correct.

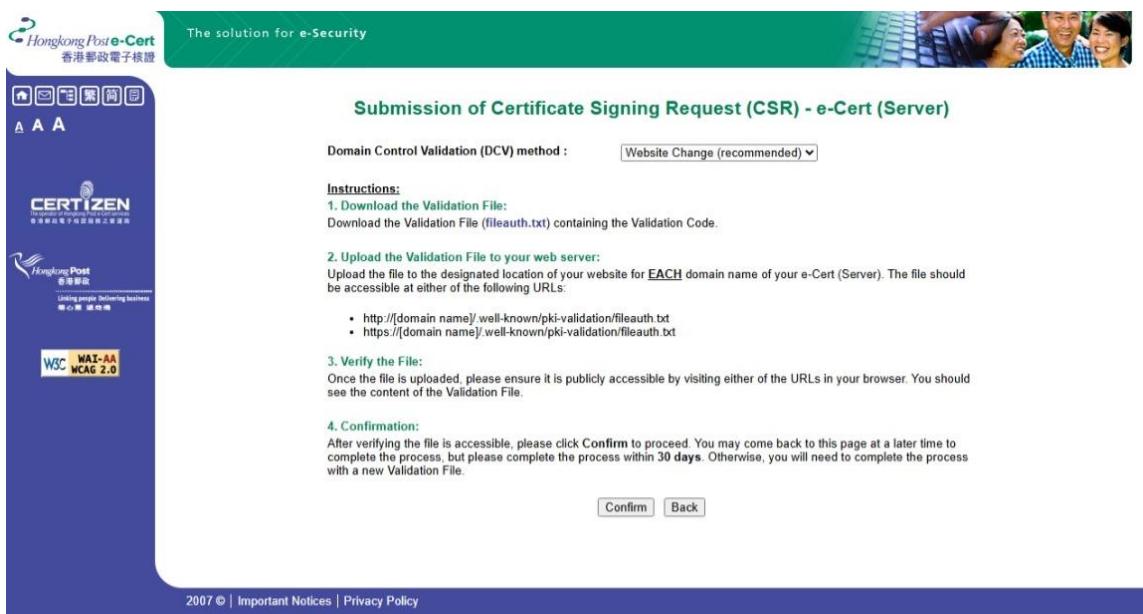
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Note: If English and Chinese organisation name and/or branch name have been provided at the application form, in order to generate e-Cert (Server) with Chinese organisation name at Subject O field, click the button "Confirm Opt with Chinese" to proceed.

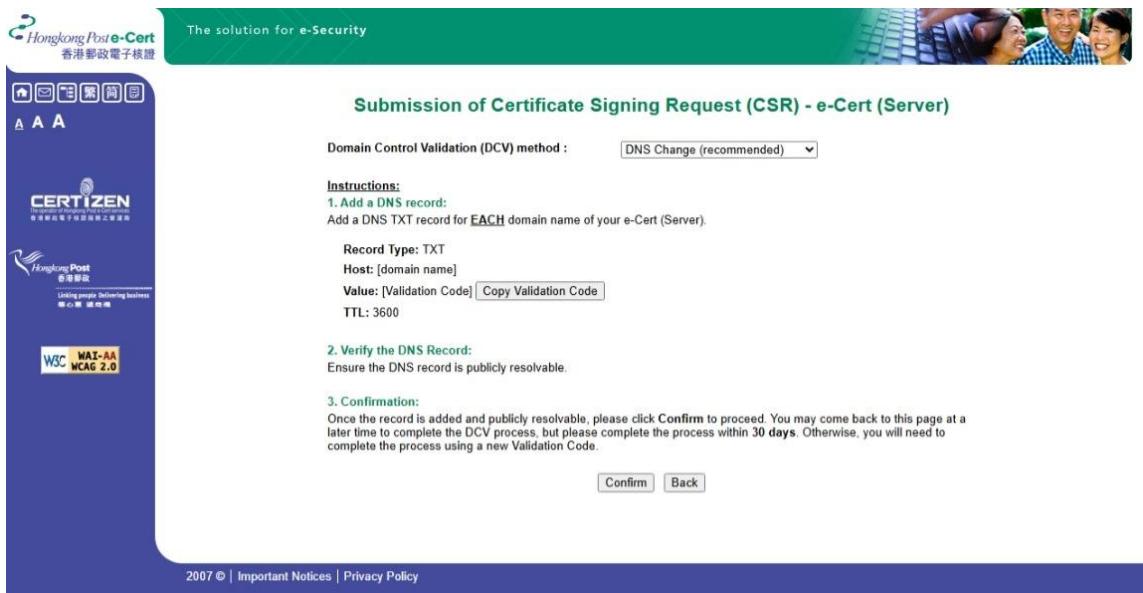
4. **(With effect from 15 March 2026 and for non-Government B/D subscribers only)** Choose your desired Domain Control Validation (DCV) method from the list of applicable methods to your e-Cert (Server) and follow on-screen instructions to proceed. Once you confirm, the system will automatically verify and confirm your control over the domain name(s) of your e-Cert (Server). You will be allowed to submit your CSR if the DCV process is successful.

(Please note that only applicable methods to your e-Cert (Server) type will be shown for selection.)

A. For “Website Change” DCV method, download the Validation File “fileauth.txt” and upload the file to the designated location on your website for **EACH** domain name of your e-Cert (Server). Once the file is uploaded and publicly accessible, click “Confirm” to proceed. **Please note that this method is NOT applicable to e-Cert (Server) with "Wildcard" feature.**



B. For “DNS Change” DCV method, add a DNS TXT record that includes the Validation Code for **EACH** domain name of your e-Cert (Server). Once the record(s) is/are added and publicly resolvable, click “Confirm” to proceed.



The solution for e-Security

Submission of Certificate Signing Request (CSR) - e-Cert (Server)

Domain Control Validation (DCV) method :

Instructions:

1. Add a DNS record:
Add a DNS TXT record for **EACH** domain name of your e-Cert (Server).

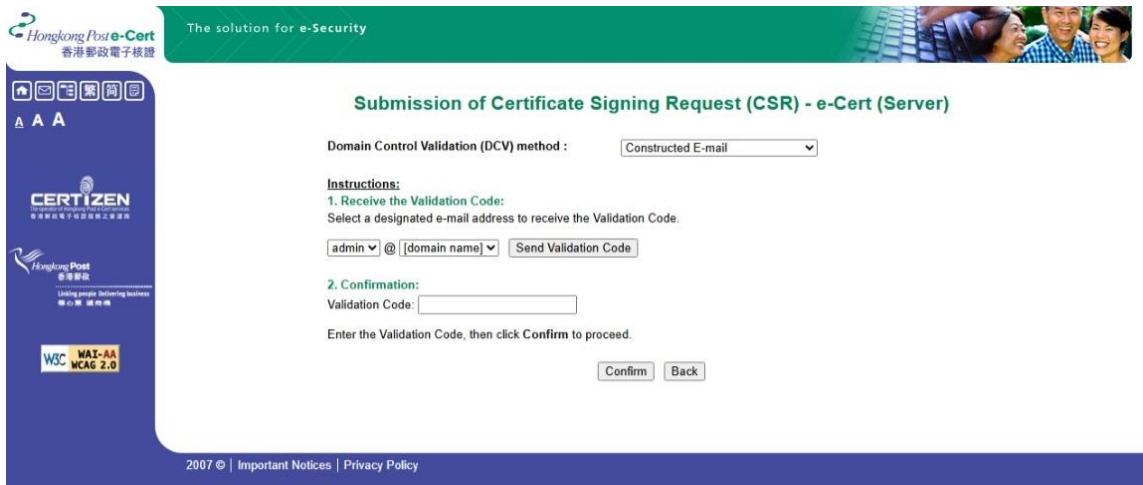
Record Type: TXT
Host: [domain name]
Value: [Validation Code]
TTL: 3600

2. Verify the DNS Record:
Ensure the DNS record is publicly resolvable.

3. Confirmation:
Once the record is added and publicly resolvable, please click **Confirm** to proceed. You may come back to this page at a later time to complete the DCV process, but please complete the process within **30 days**. Otherwise, you will need to complete the process using a new Validation Code.

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C. For “Constructed E-mail” DCV method, choose one of the designated e-mail addresses and click “Send Validation Code”. Once you have received the e-mail, enter the Validation Code in the web page and click “Confirm” to proceed. **Please note that this method is NOT applicable to e-Cert (Server) with "Multi-domain" feature.**



The solution for e-Security

Submission of Certificate Signing Request (CSR) - e-Cert (Server)

Domain Control Validation (DCV) method :

Instructions:

1. Receive the Validation Code:
Select a designated e-mail address to receive the Validation Code.

2. Confirmation:
Validation Code:

Enter the Validation Code, then click **Confirm** to proceed.

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5. Open the Certificate Signing Request (CSR) that you previously generated in Part B Step 2 with a text editor (e.g. Notepad) and copy the entire content including the lines "-----BEGIN NEW CERTIFICATE REQUEST-----" and "-----END NEW CERTIFICATE REQUEST-----". Paste the content to the text box, and then click "Submit".

The solution for e-Security

Submission of Certificate Signing Request (CSR) - e-Cert (Server)

Please paste the Certificate Signing Request (base64 encoded PKCS#10) into the following box and press "Submit" to continue.

```
-----BEGIN CERTIFICATE REQUEST-----
MIICrjCCAZYCAQAwKDELMAkGA1UEBRMCSEwxCzAJBgNVBAMHd3dy51Y2VydC5n
b3YuasGwgGEiNAOGCSqGSIb3DQEBAQAA4IBDwAwggEKAoIBAQDmFkQ0tCMnWboc
9e0suF1D/GwuNh2NEk4z6uJbnPU1GhwxCj+HREB/hJFxJCJA0jvtzzJU9j3cAx1
1Lb7FCb+alw+pgiVACNhfauHeh0L81FDi+IidHembTu2YekkydzdIPQoRizZx3
Bv61s)6yK8WkRxY42ydf2PNFLnJ1XLycdQybjcQrQ80m0LMS1iyIE2eW335KV
86qvw42wQVmBbp1Km6UEPCk2cm0FkchP+t6oFz6y2YB08qFFKvDTC85Z1pThMF
0cU2AeaTInpR4Y64umndngKoGe12EM8mb8pszXdanxV/YA357z6)ChnXFq1o1HLO
A5ST8iHVAgpHBAAGgQTA/BgkqhkiG9w0BCQAxMjAwMC4GA1udEQ0nMCWCEHd3dy51
Y2VydC5nb3YuGuCEXk3dzEuZWN1cnJuZ292LmhrMk0GCSqGSIb3DQEBCWUAA4IB
AQDk8+M+QizX:hgPz41cGwv1sAb2PmdK9e5bvr70DhuvtJ9i5AixWvVaQx41i
fJgPKut/27WEJbT2FBsHsZCJbW9/zH81Qj3Lb+8GRifBjeJm6Ku+waedGCVrz
/0x8c1sKw0lpOsJrIzsirxQDFKipF+4R9Q1U2JU17QZfW+I8q0UBY1tJe2Xx4vC
/3V6kh1wX0WPhckhU/29rAXCkHb0ix3CjTer4zrDmND9tM57PjE/7JADXfyb
/C3U0PmU7EBK1+v-561SDZhWEQN/y2f2dF+EyIbBC5167ua0cXJicjbrwapSWQv039
-----END CERTIFICATE REQUEST-----
```

Submit Back

6. Click "Accept" to confirm acceptance of the certificate.

The solution for e-Security

Submission of Certificate Signing Request (CSR) - e-Cert (Server)

The following is the information of this certificate:-

Subscriber Details

Server Name : www.ecert.gov.hk
 Additional Server Name(s) : www1.ecert.gov.hk
 Organization Name : Hong Kong SAR Government
 Branch Name : HKPO-Business Development Branch
 Business Registration No. :
 Certificate of Incorporation No. / Certificate of Registration No. :
 Other Registration Document : HKPO-BDB

The following is the system generated information

Subscriber Reference Number : 0003294413
 Type of Certificate : Hongkong Post e-Cert (Server)
 Issued by : Hongkong Post e-Cert SSL CA 3 - 17
 Certificate Serial Number : 45 16 9d 08 95 af 56 f3 d0 b5 a8 02 7d 98 8e 44 76 d1 c7 1f
 Validity Period : 05/01/2026 - 23/07/2026 (199 days)

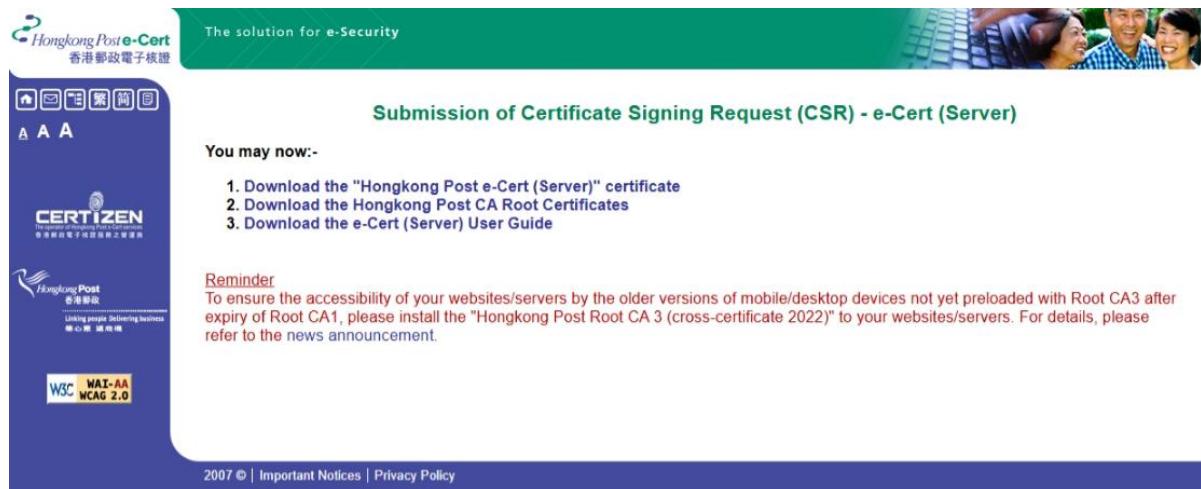
For Chinese domain application, please make sure the Chinese characters are correct.

Please click "Accept" to confirm acceptance of this certificate. Otherwise, please click "Reject" and state the reasons for rejecting the certificate.

(Note: Your personal data collected by Hongkong Post will be used for processing your e-Cert application. You have the right of access and correction with respect to personal data as provided for in the Personal Data (Privacy) Ordinance.)

Accept Reject

7. Click to download the Hongkong Post e-Cert (Server)



Note:

1. You can also download your e-Cert (Server) from the Search and Download Certificate web page.

<https://www.ecert.gov.hk/en/sc/index.html>

2. Install the Sub CA "Hongkong Post e-Cert SSL CA 3 - 17" issued by Root CA3. Click the following link to download:

http://www1.ecert.gov.hk/root/ecert_ssl_ca_3-17.pem.crt

Install the cross-certificate "Hongkong Post Root CA 3" issued by "GlobalSign Root CA - R3". Click the following link to download:

http://www1.ecert.gov.hk/root/root_ca_3_x_gsca_r3.pem.crt

3. Install the Sub CA "Hongkong Post e-Cert EV SSL CA 3 - 17" issued by Root CA3. Click the following link to download:

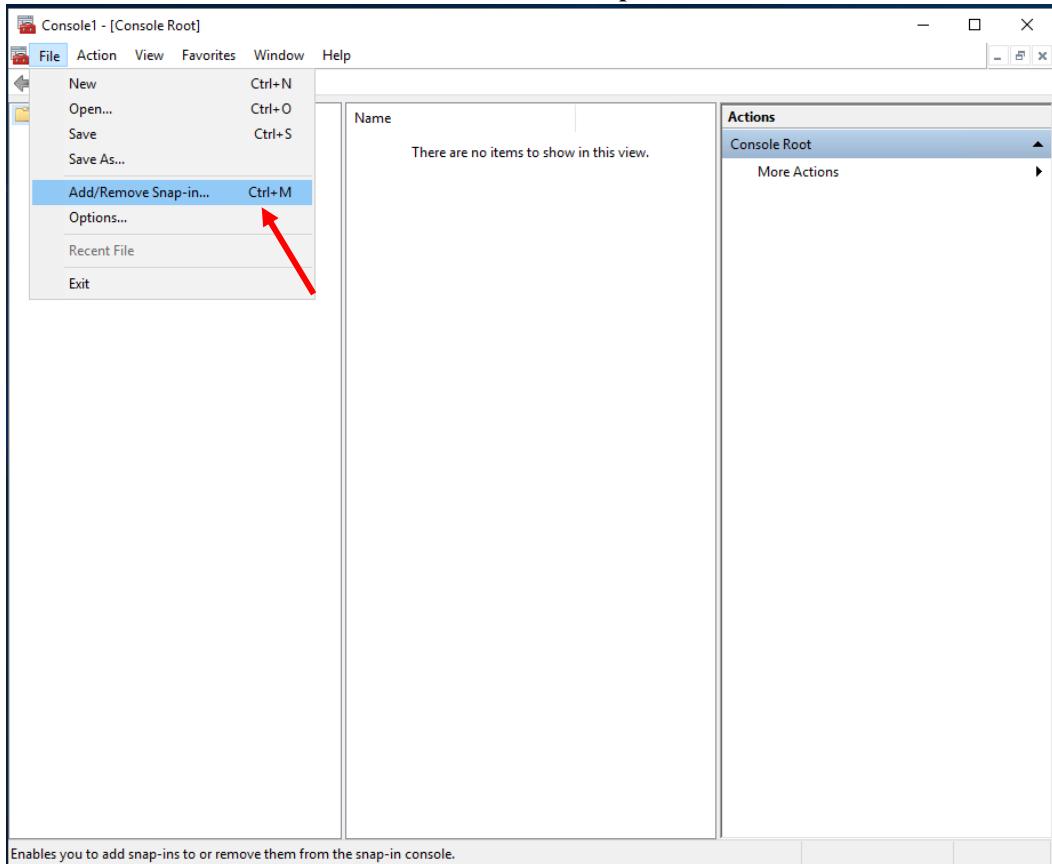
http://www1.ecert.gov.hk/root/ecert_ev_ssl_ca_3-17.pem.crt

Install the cross-certificate "Hongkong Post Root CA 3" issued by "GlobalSign Root CA - R3". Click the following link to download:

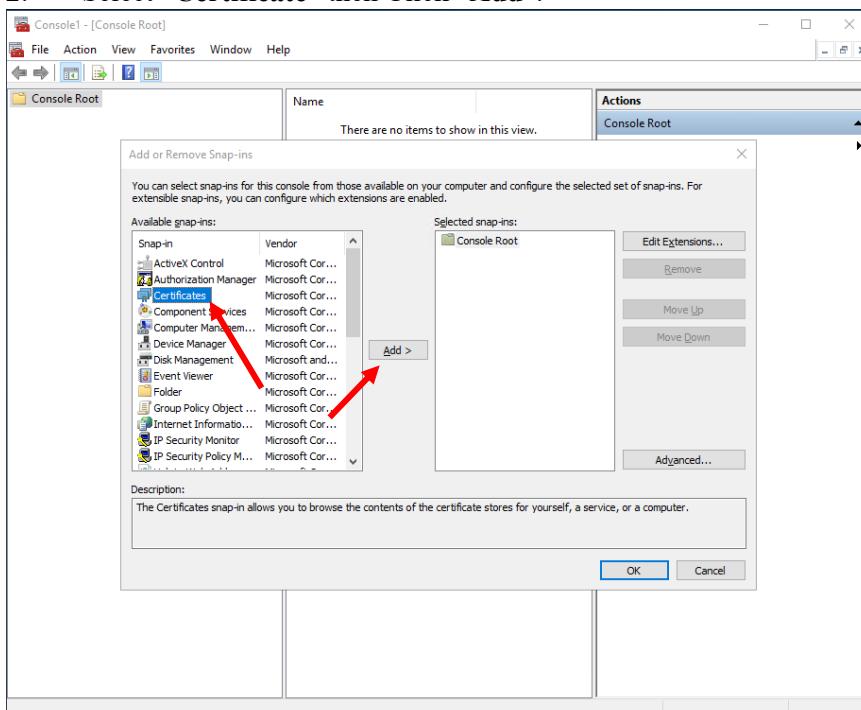
http://www1.ecert.gov.hk/root/root_ca_3_x_gsca_r3.pem.crt

D. Installing Sub CA / Cross Certificate

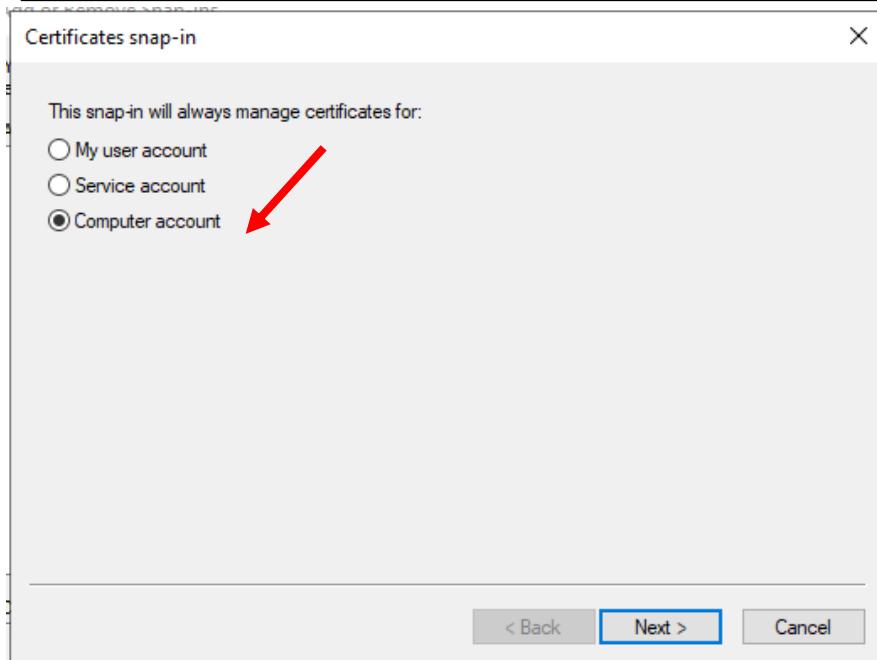
1. Start **Microsoft Management Console (MMC)** by clicking “Start” > “Run”, type “mmc” and click **OK**, and then select “Add/Remove Snap-in” from the “File” menu.



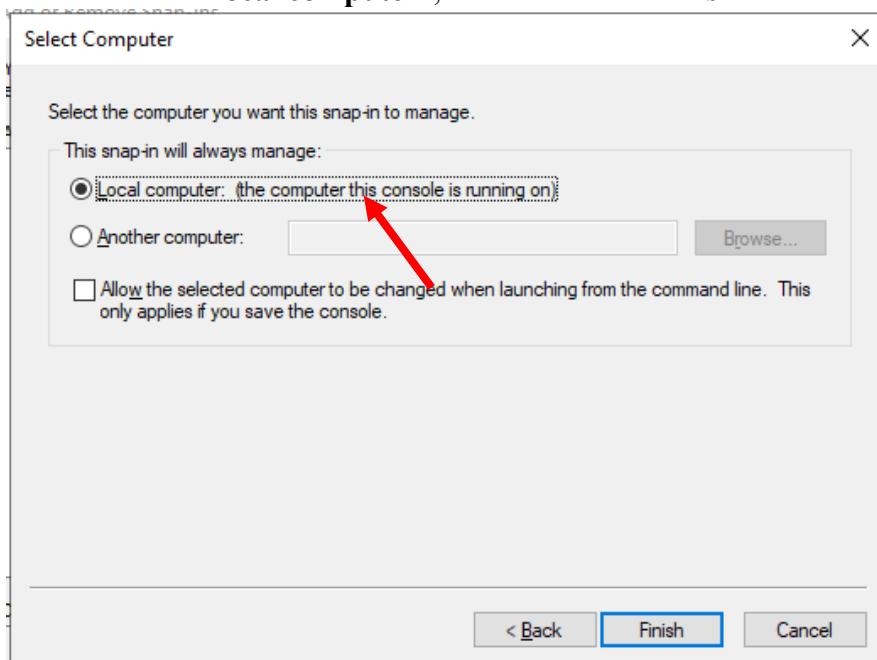
2. Select “Certificate” then Click “Add”.



3. Select “Computer account”, and then click “Next”.



4. Select “Local computer”, and then click “Finish”.



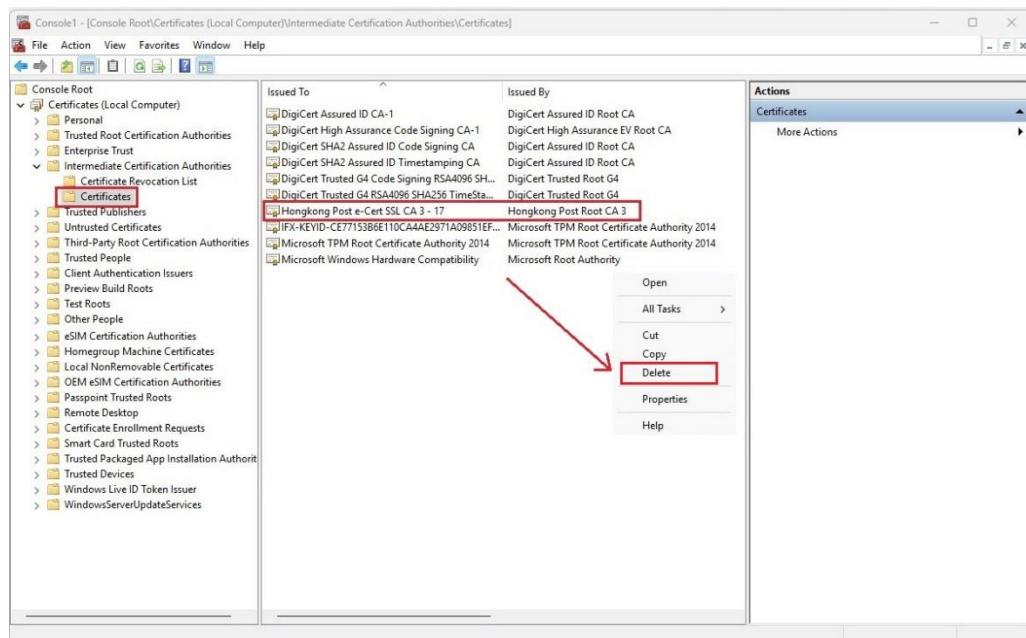
The following uses the “**Hongkong Post e-Cert SSL CA 3 - 17**” Sub CA certificate as example.

Note:

Starting from 1 May 2025, new Sub CA certificates will be used to issue e-Cert (Server). When installing an e-Cert (Server) issued on or after 1 May 2025, please first remove the old Sub CA certificate, if applicable, and then install the new Sub CA certificate on your server.

Remove Old Sub CA Certificate (if applicable)

Expand the “Intermediate Certification Authorities” and select “Certificates” Highlighted the Old “Hongkong Post e-Cert SSL CA3-17” then right click & select “Delete”.



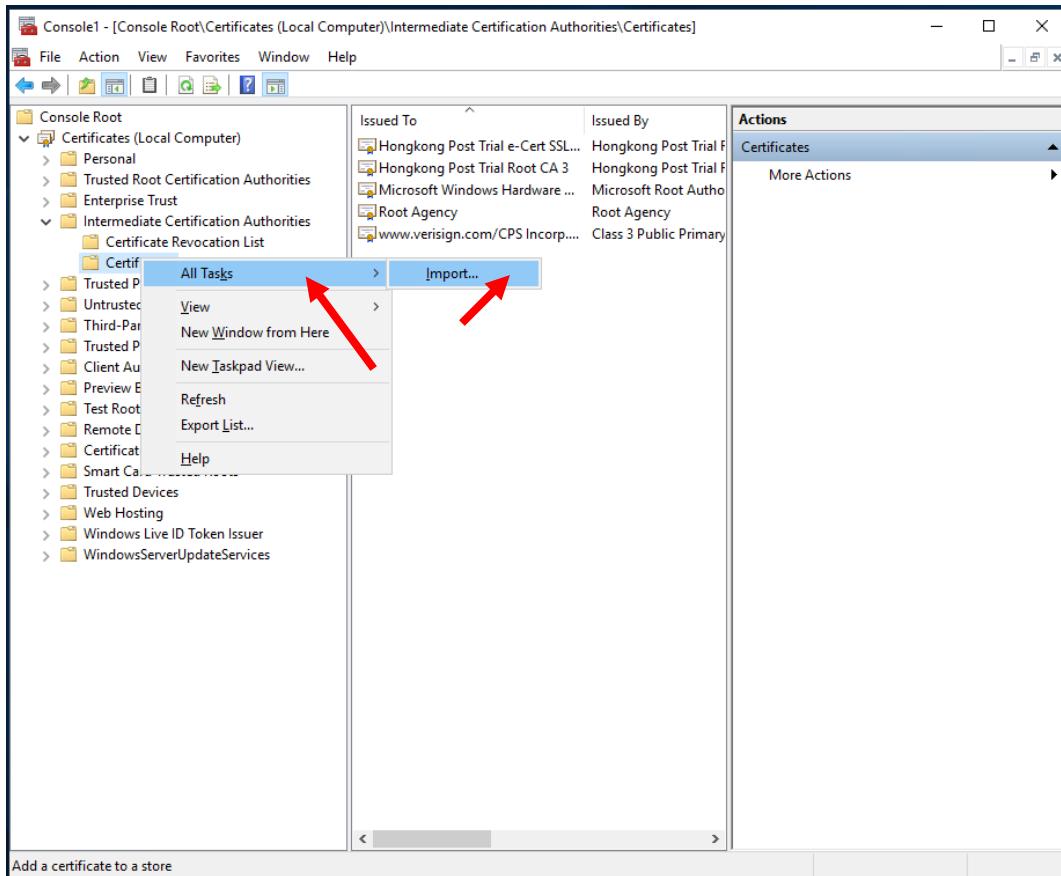
Click “Yes” to delete.



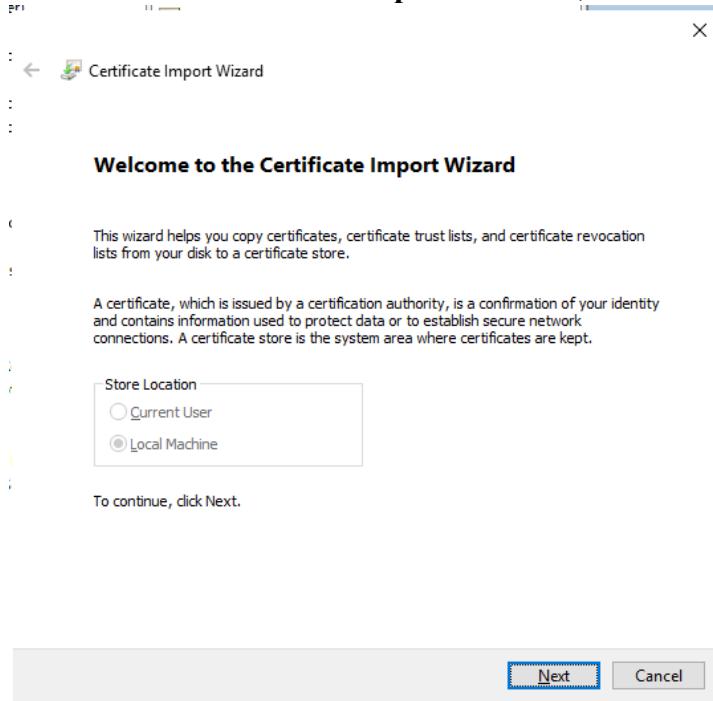
The following uses the “**Hongkong Post e-Cert SSL CA 3 - 17**” Sub CA certificate as example.

Installing Sub CA / Cross Certificate

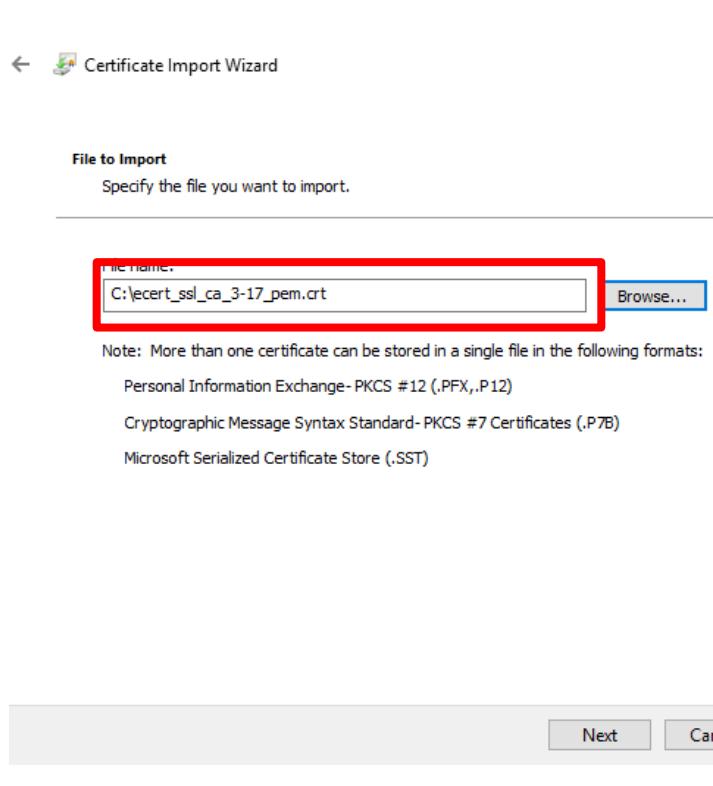
5. Expand “**Intermediate Certification Authorities**” and right-click “**Certificates**”, and then select “**All Tasks**” > “**Import**”.



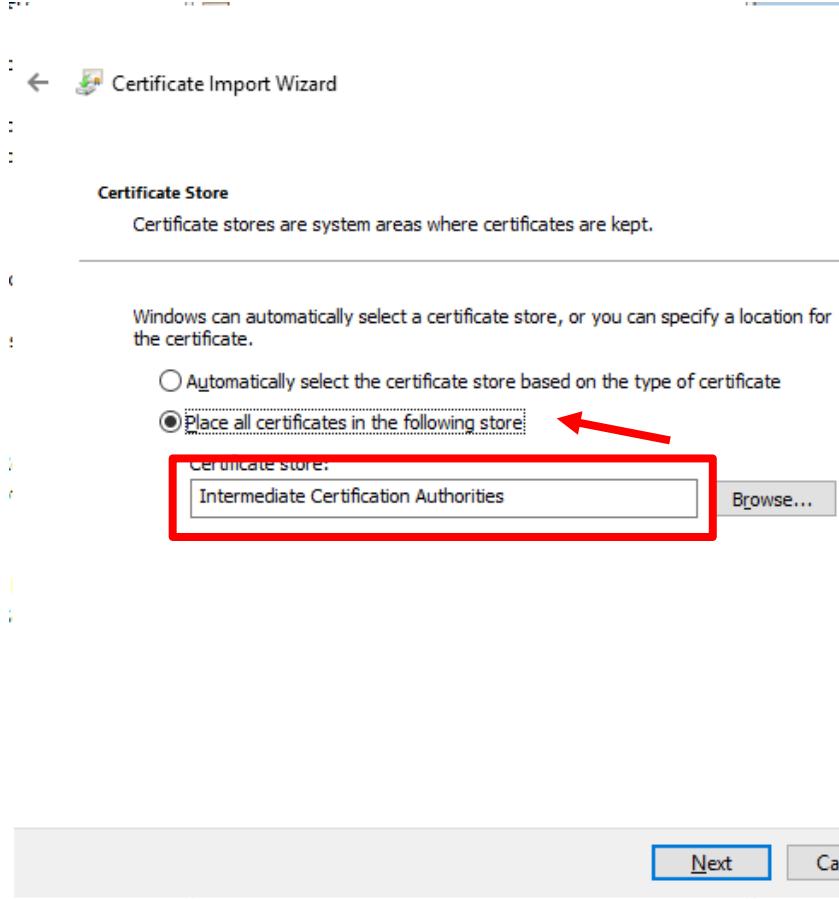
6. In the “**Certificate Import Wizard**”, click “**Next**” to continue.



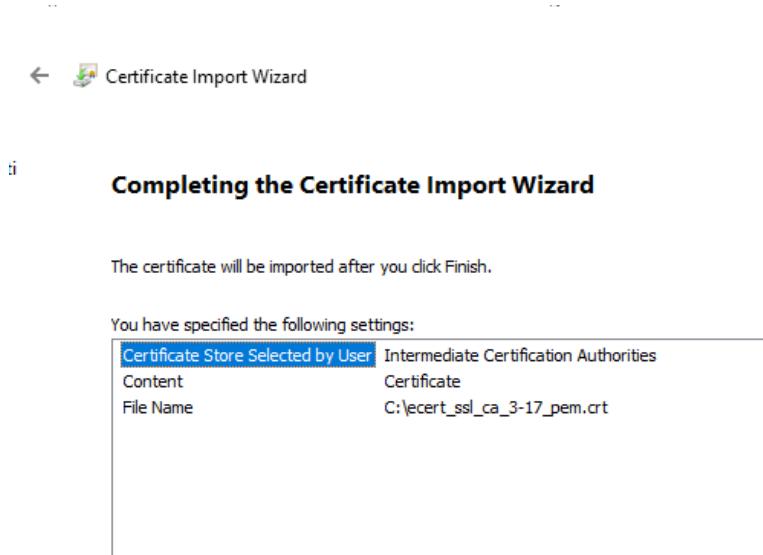
7. Click “**Browse**” to locate the “**Hongkong Post e-Cert SSL CA 3 - 17**” certificate that you downloaded in Part C Step 7 (ecert_ssl_ca_3-17.pem.crt), and then click “**Next**”.



8. Select “**Place all certificates in the following store**”, make sure “**Intermediate Certification Authorities**” has been selected as “**Certificate store**”, and then click “**Next**”.



9. Click “**Finish**” to close the wizard.



10. Click “OK” to complete.

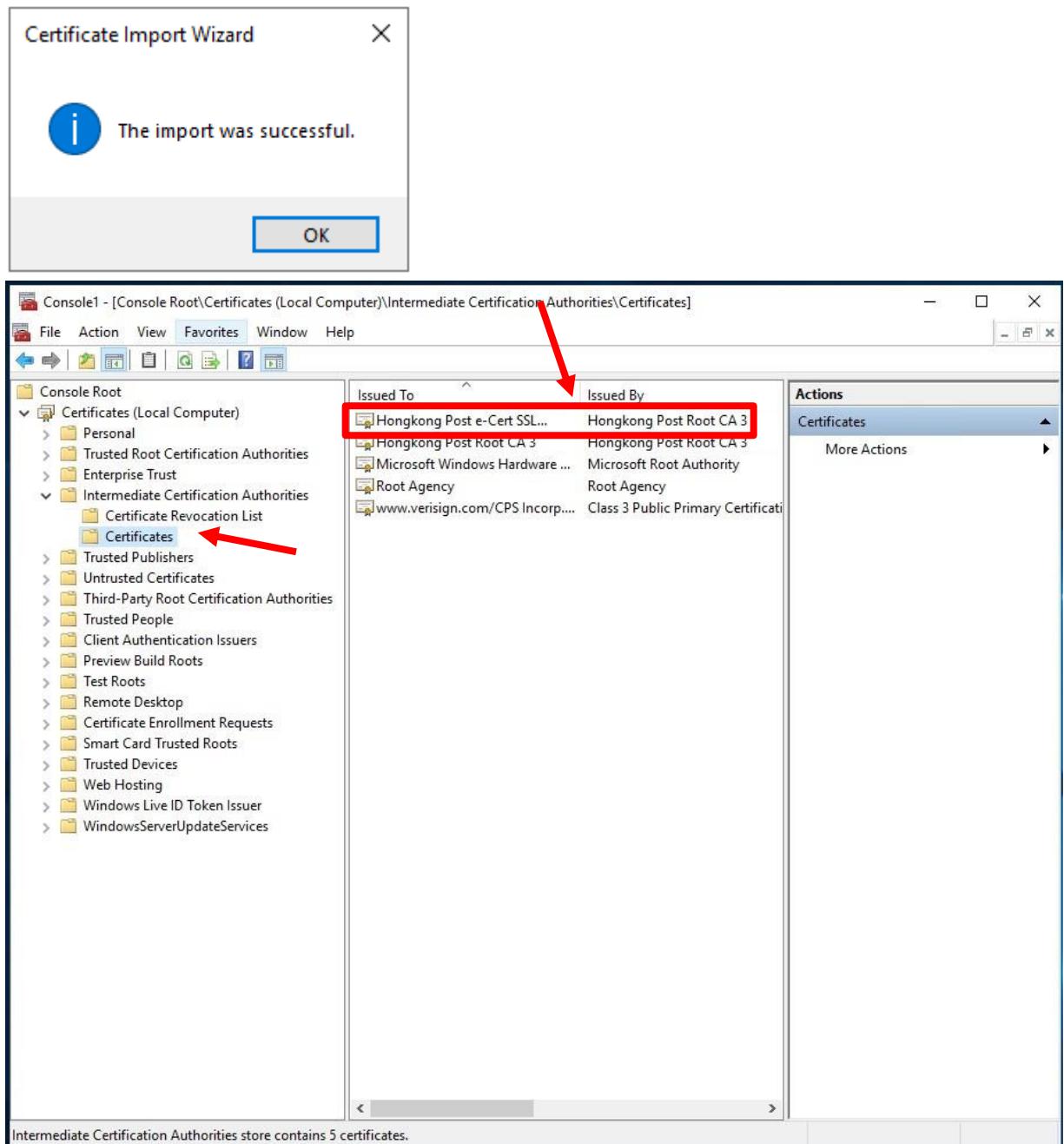
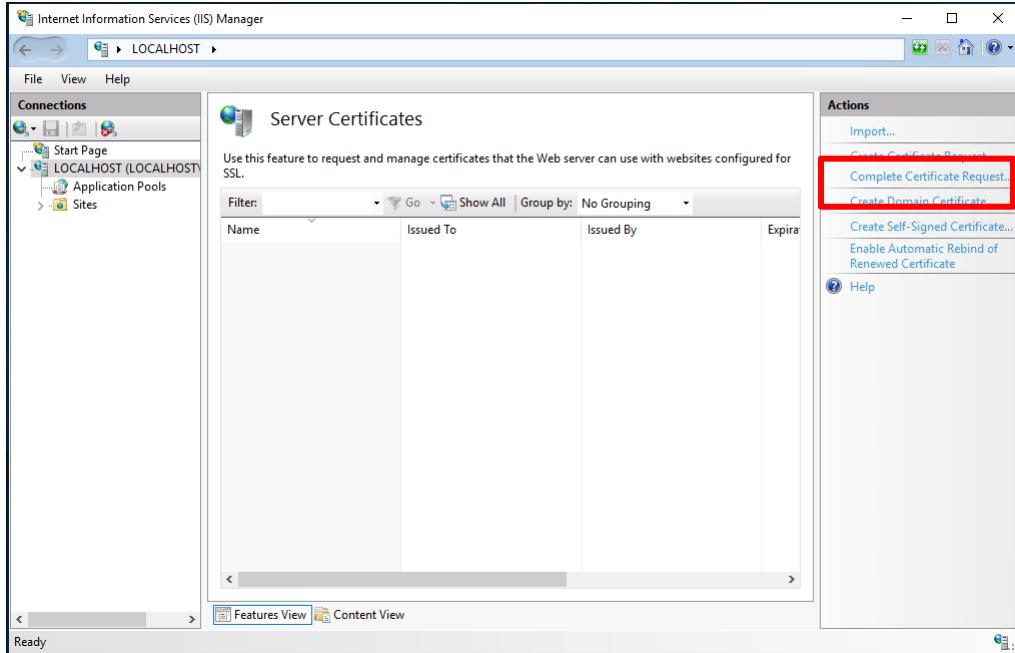


Figure 1: “Hongkong Post e-Cert SSL CA 3 - 17” certificate has been successfully installed

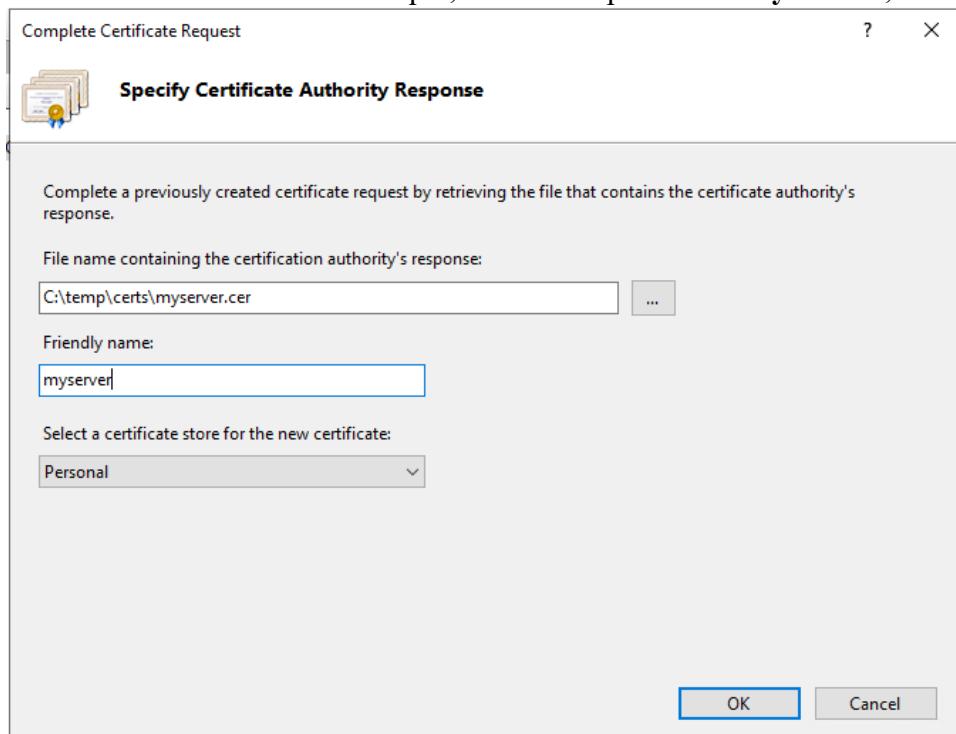
Repeat step 5 to step 10 for installation of cross-cert (root_ca_3_x_gsca_r3_pem.crt) which was downloaded in Section C step 7.

E. Installing Server Certificate

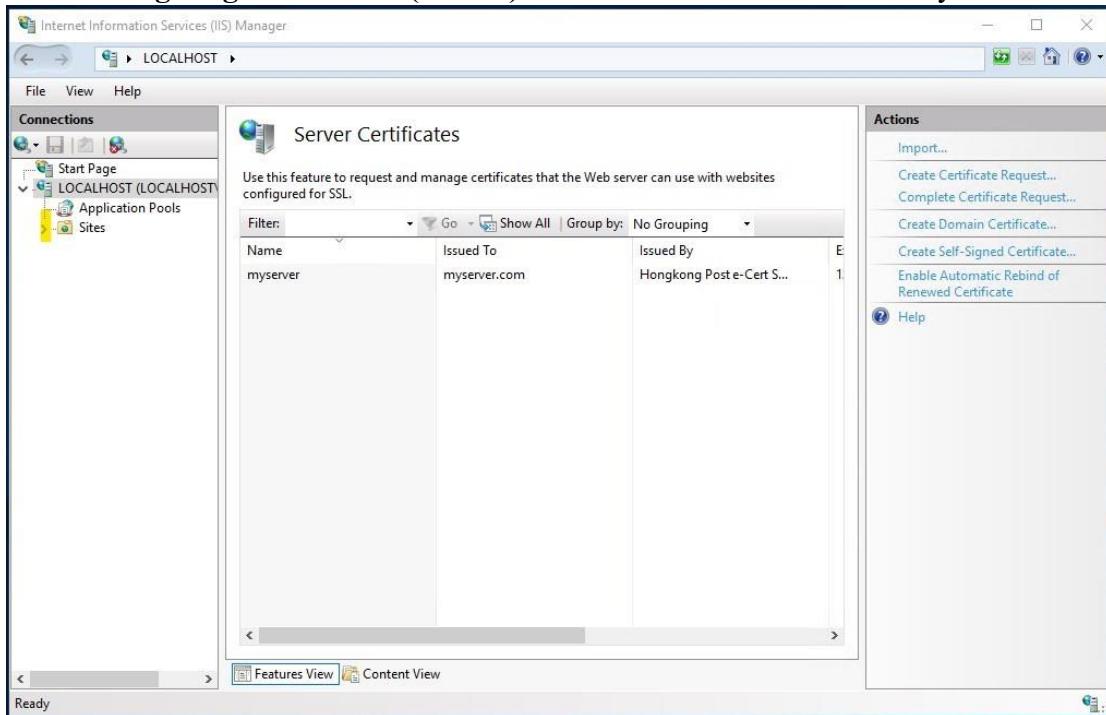
1. In “Internet Information Services (IIS) Manager”, select your web site, and then double-click “Server Certificates”. At the right column “Actions”, select “Complete Certificate Request”.



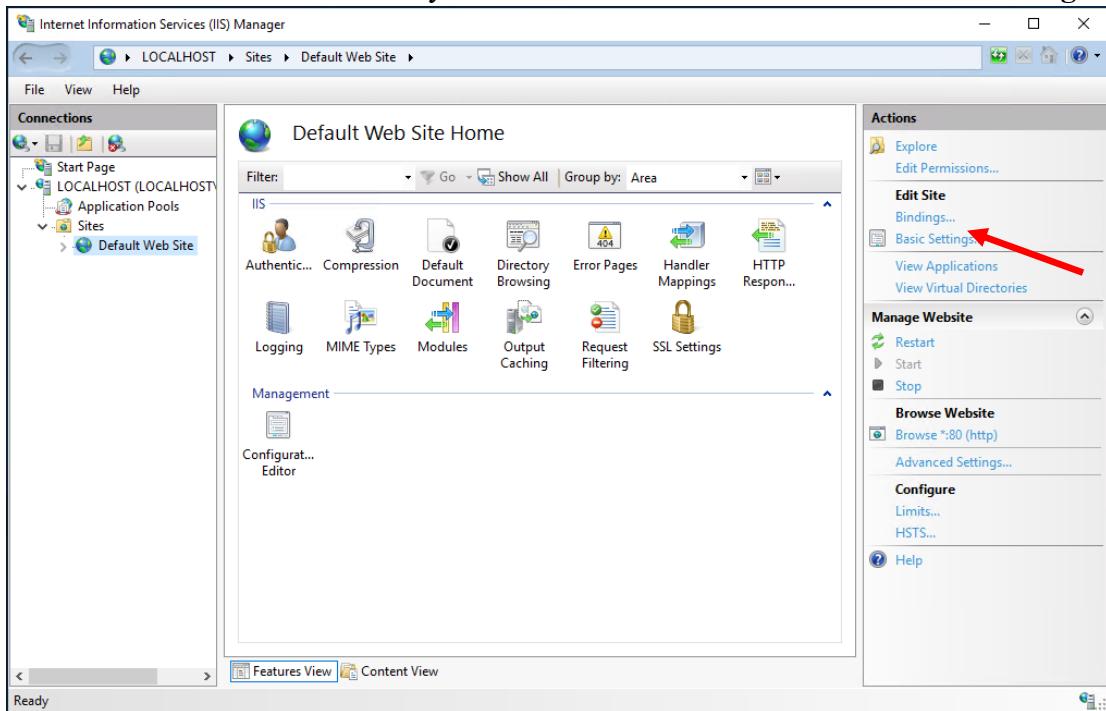
2. Click “Browse” to locate the “Hongkong Post e-Cert (Server)” certificate that you downloaded in Part C Step 7, and then input “Friendly name”, click “OK”.



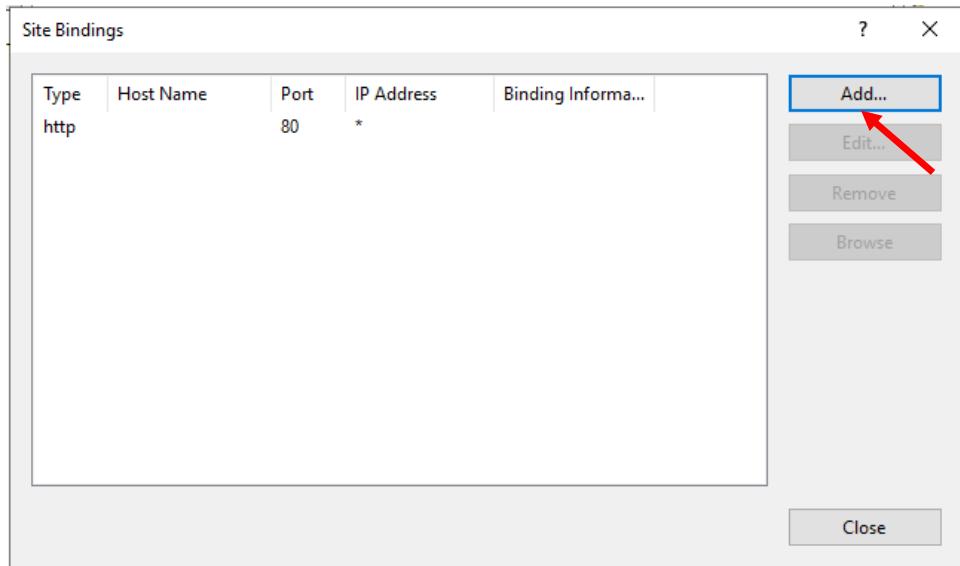
3. “Hongkong Post e-Cert (Server)” certificate has been successfully installed.



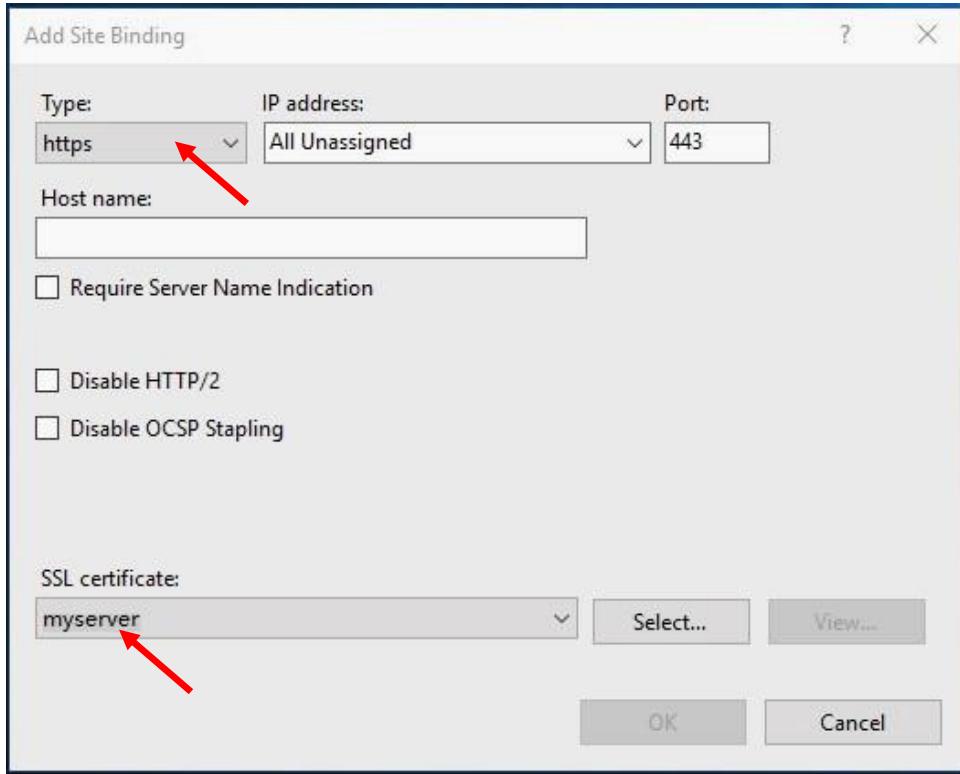
4. Click on the website that you want to bind the certificate to. Click “**Bindings**”.



5. click “Add...”.

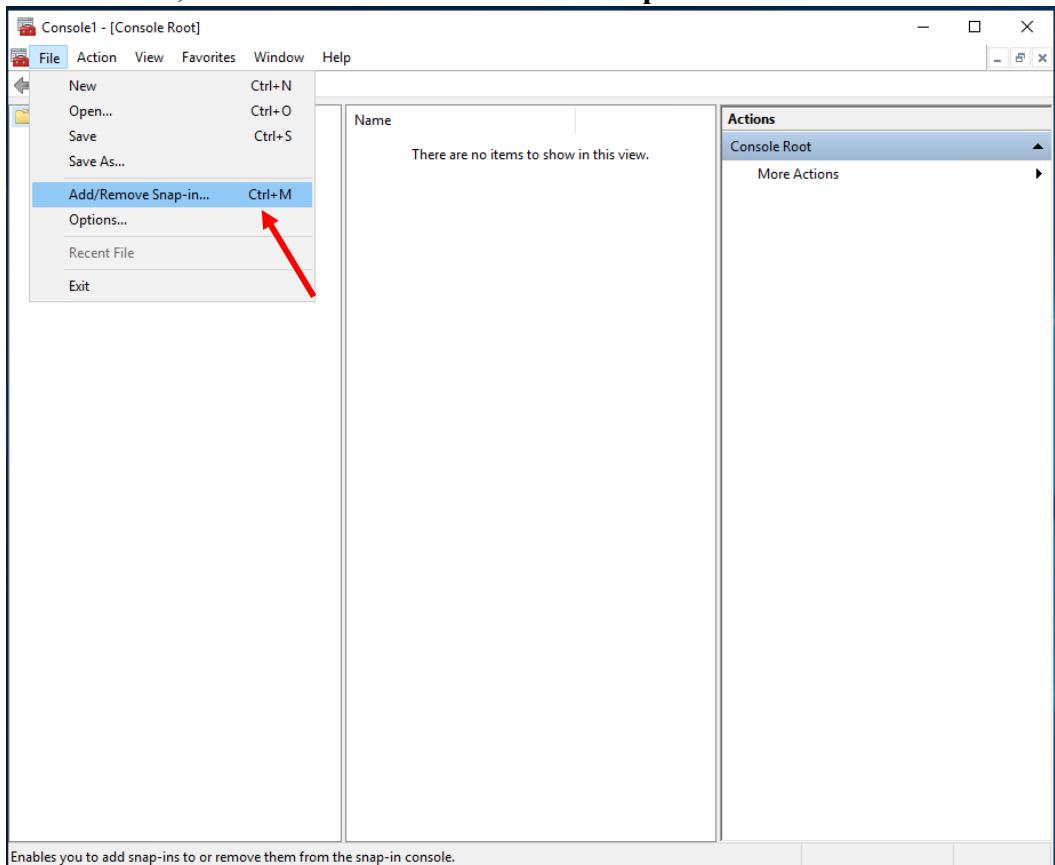


6. Select “https” and related SSL certificate, then click “OK” to confirm.

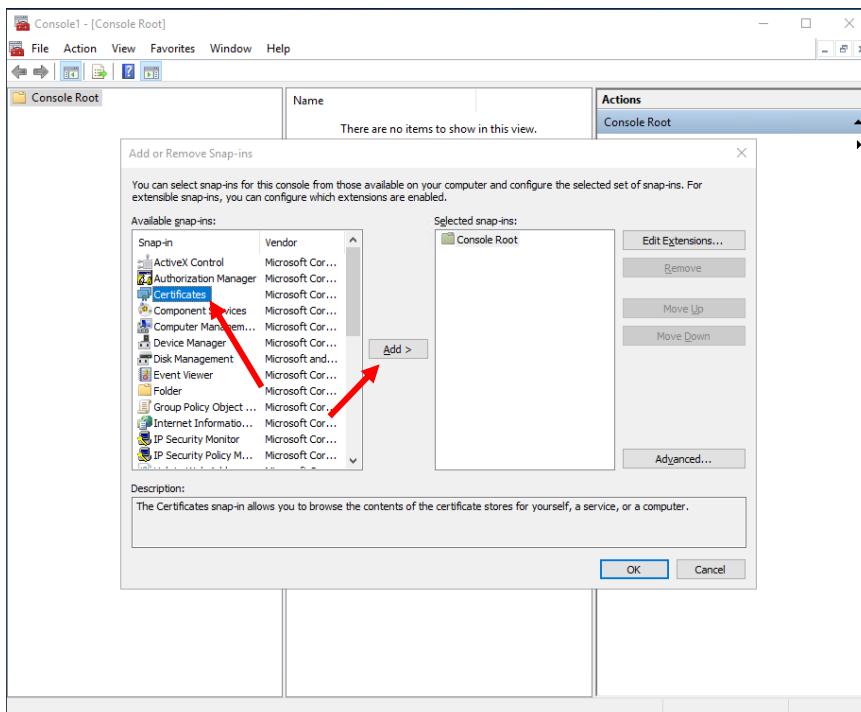


F. Backing up the Private Key

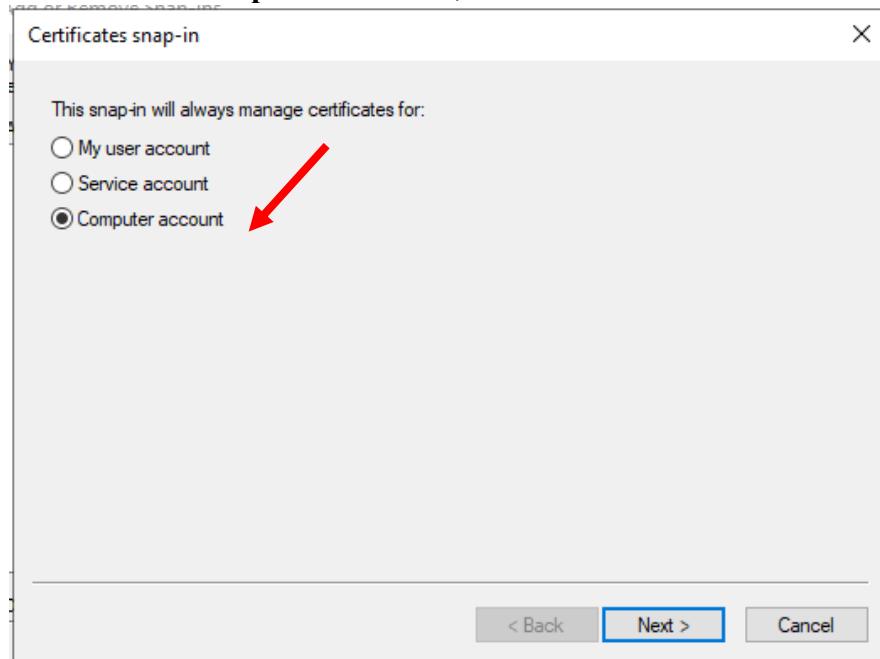
1. Start Microsoft Management Console (MMC) by clicking “Start” > “Run”, type “mmc” and click OK, and then select “Add/Remove Snap-in” from the “File” menu.



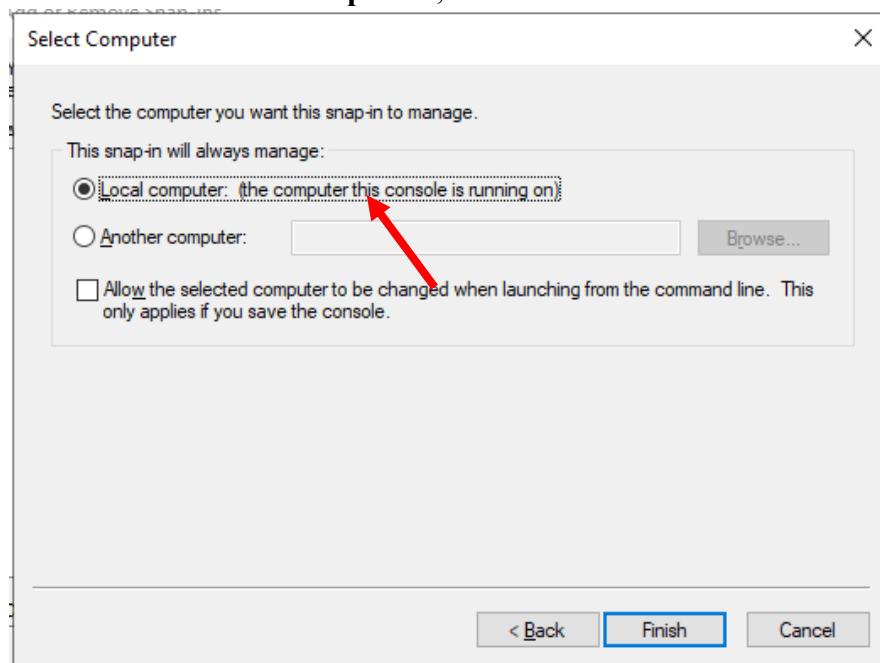
2. Select “Certificate” then Click “Add”.



3. Select “Computer account”, and then click “Next”.

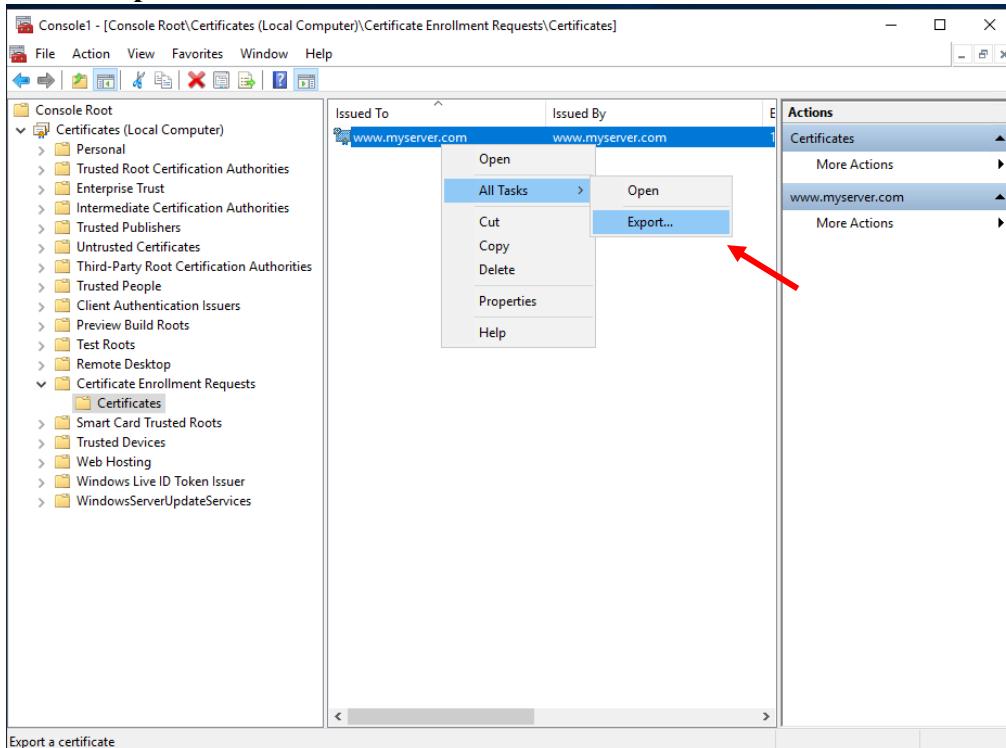


4. Select “Local computer”, and then click “Finish”.

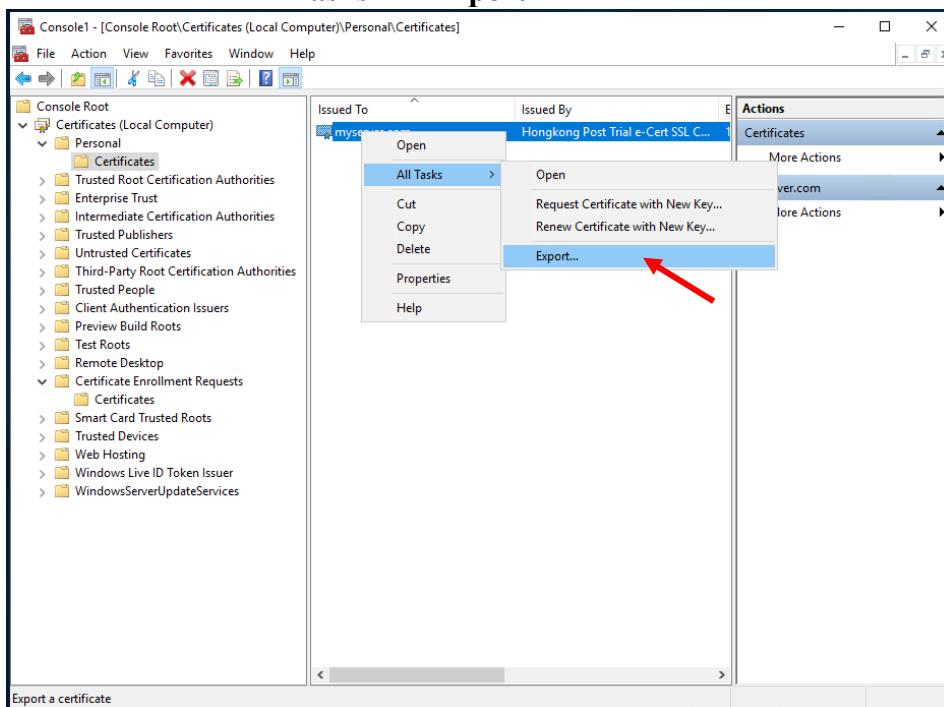


5. Backup the private key:

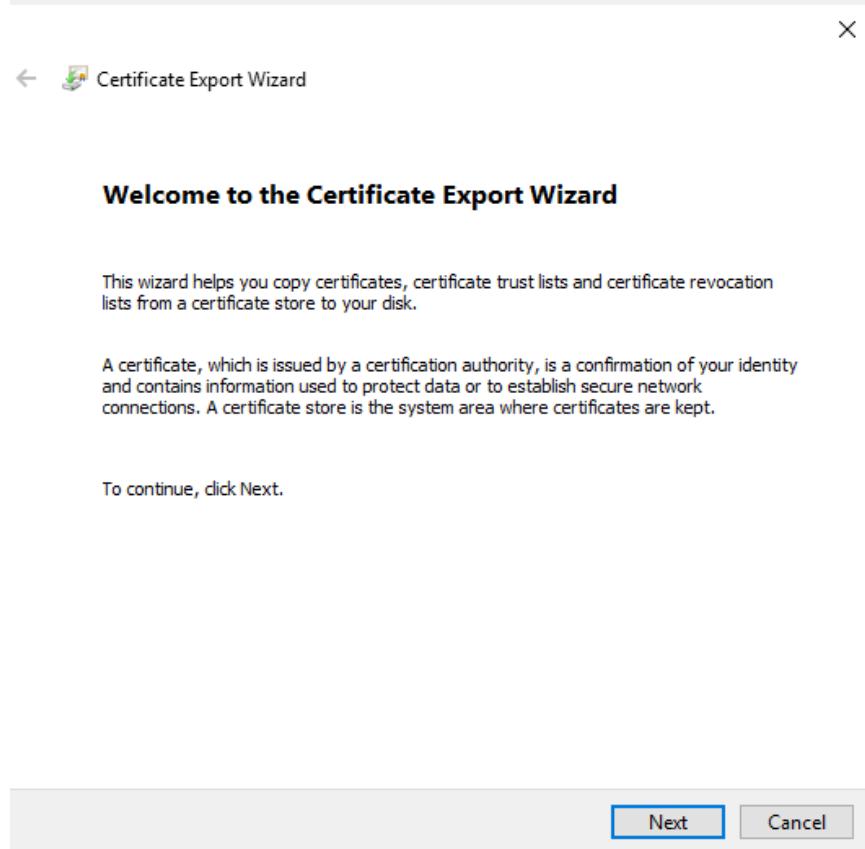
- To backup the private key of a pending request, expand “**Certificate Enrollment Requests**” (or named “**REQUESTS**” in some systems) and select “**Certificates**”, select the pending request that you just created, right-click and then select “**All Tasks**” > “**Export**”.



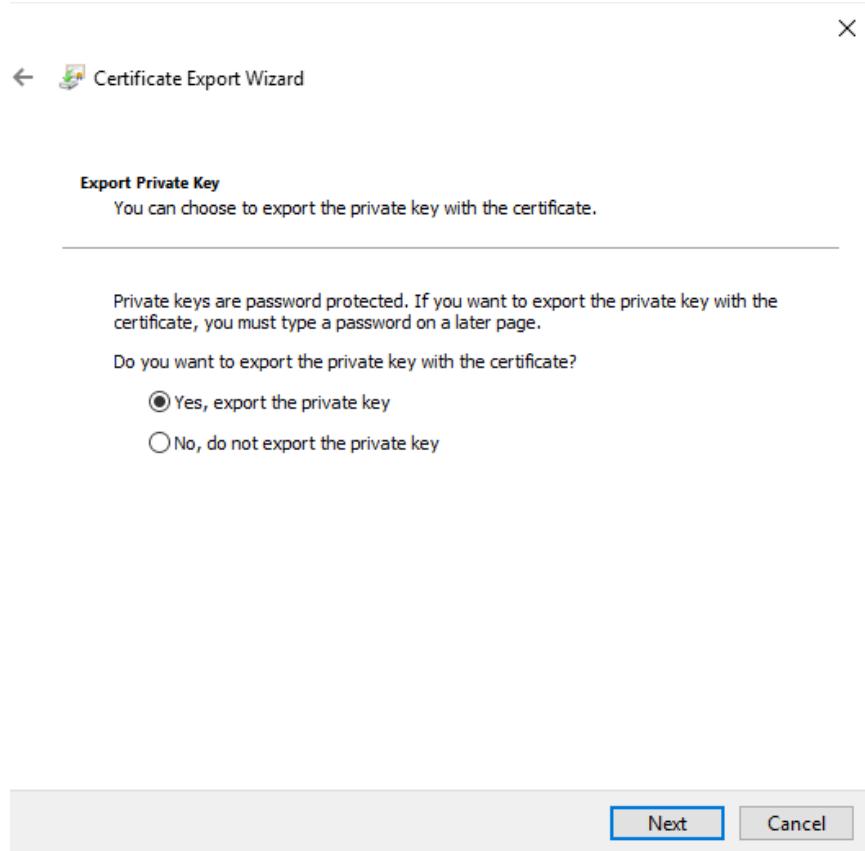
- To backup the private key of an existing certificate, expand “**Personal**” and select “**Certificates**”, select the certificate that you would like to make a backup, right-click and then select “**All Tasks**” > “**Export**”.



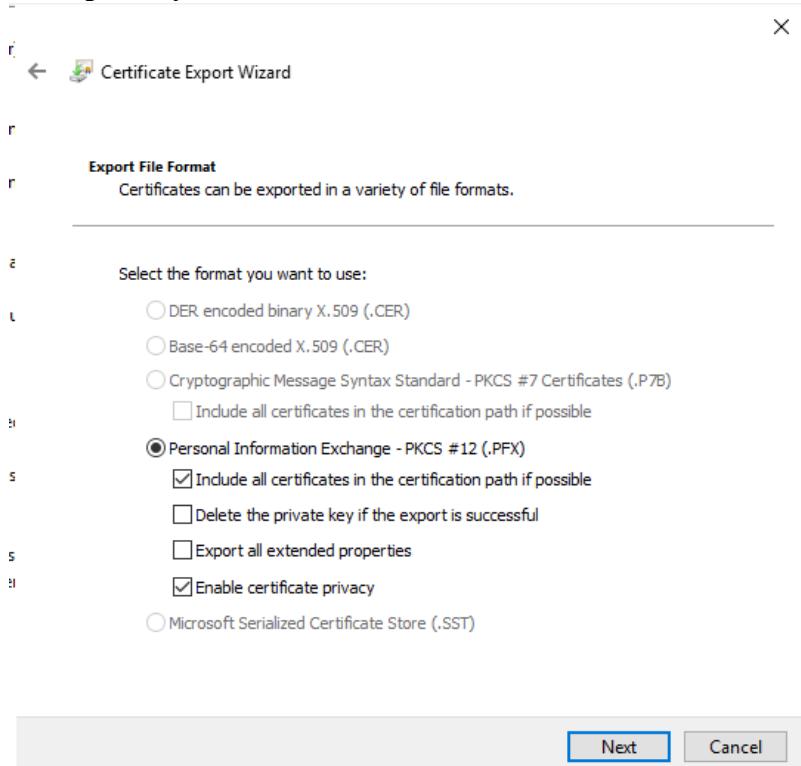
6. In Certificate Export Wizard, choose “Next”.



7. Select “Yes, export the private key”, and then click “Next”.

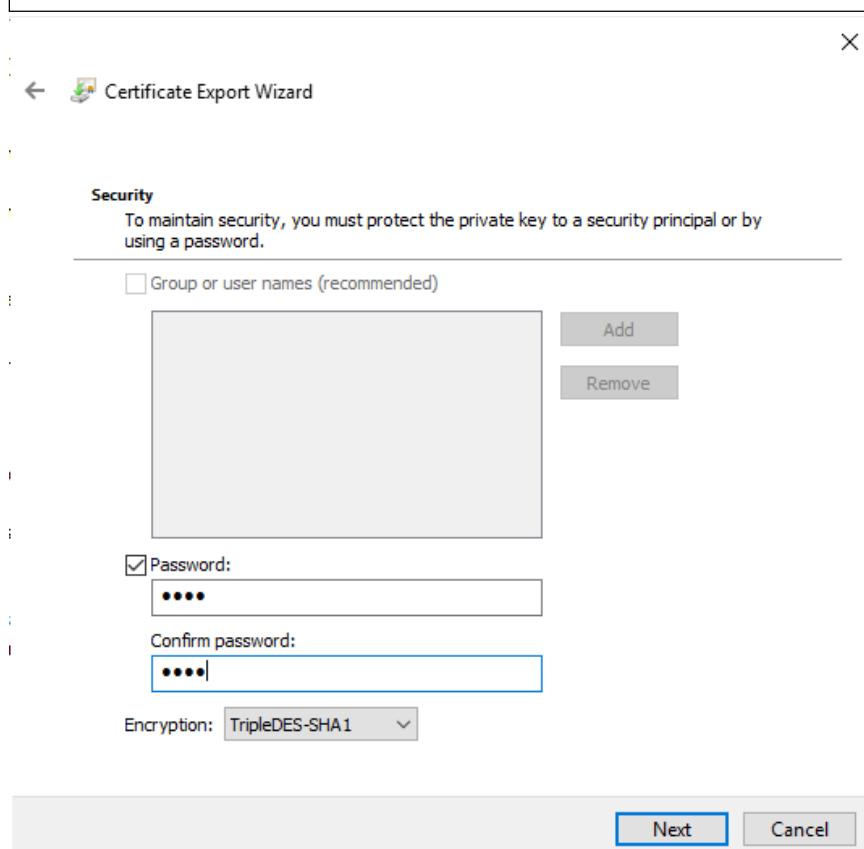


8. Select “Personal Information Exchange - PKCS #12 (.PFX)” and check the boxes “Include all certificates in the certificate path if possible” and “Enable certificate privacy” while leave the other boxes unchecked, and then click “Next”

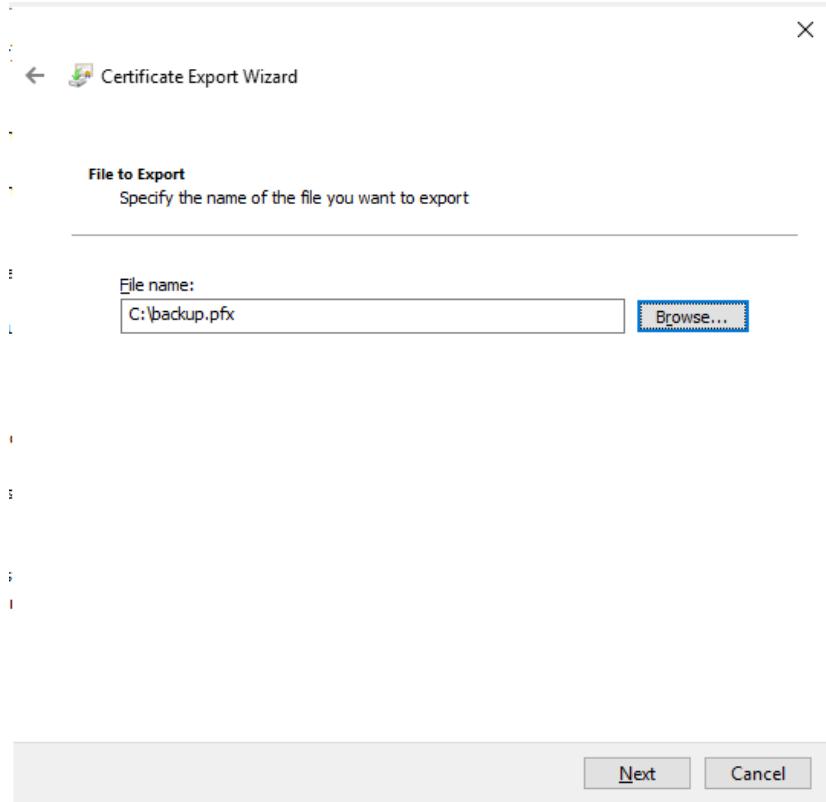


9. Type and confirm a password for the private key, and then click “Next”.

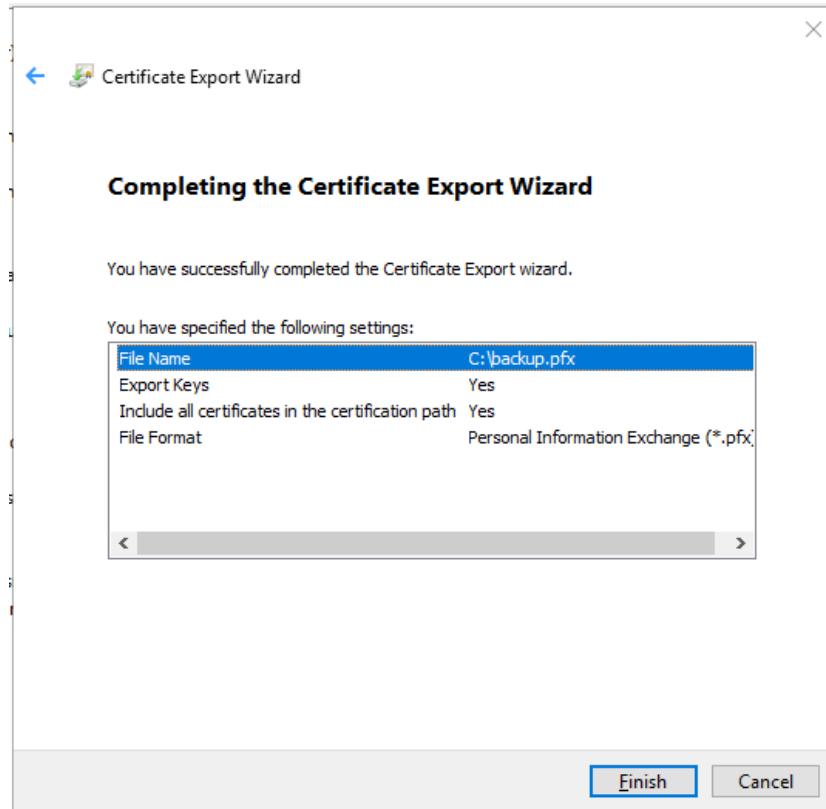
Note: It is very important that you remember this password. If you forget it, you will be unable to restore your private key.



10. Specify the name of the file you want to export, and then click “**Next**”. (By default, the file will be saved with a .PFX extension.)



11. Click “**Finish**” to close the wizard.

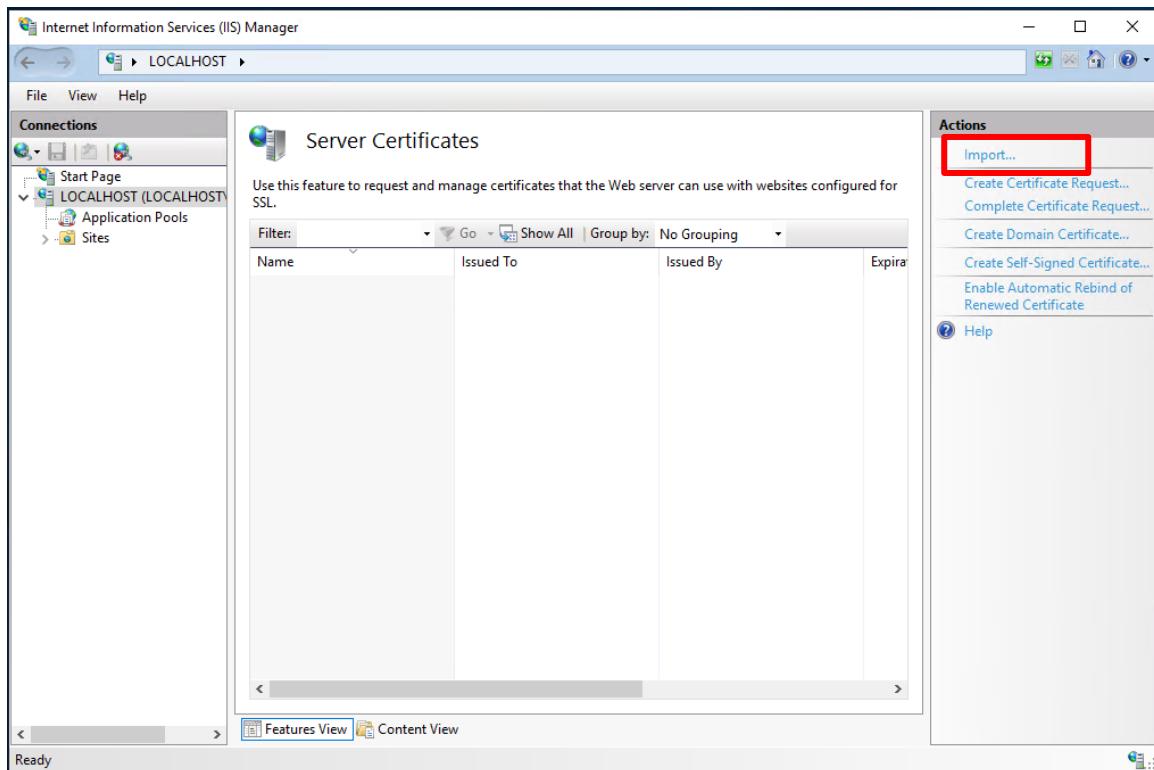


12. Click “OK” to complete



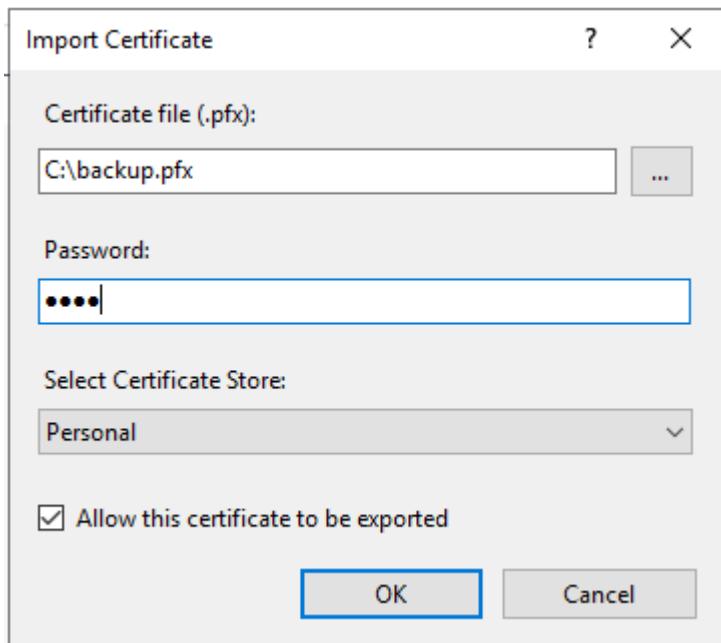
G. Restoring the Private key

1. Start menu, “Administrative Tools”, and click on “Internet Information Services (IIS) Manager”.
2. Select your web site, and then double-click “Server Certificates”.
3. At right column “Actions”, select “Import”



4. Enter the path and file name of the file containing the certificate, and password, then click “OK”.

Note: You may uncheck the box “Allow this certificate to be exported” to not allow the certificate to be exported. Or to allow you to back up or transport your certificate at a later time, you may check the box “Allow this certificate to be exported”.



5. “Hongkong Post e-Cert (Server)” certificate has been successfully restored.

