

Multipurpose Business Partner Certificates Guideline for the Business Partner

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Guideline for the Business Partner, V1.3
Dagmar Planer

IT creates business value

SIEMENS

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1. Introduction

To ensure secure communication between Siemens employees and business partners business partners can be provided with specific certificates. Also, the business partner can use these certificates for authentication when accessing defined Siemens applications for business partners.

This guideline addresses the business partner for whom certificates are provided for.

It describes how to receive and install your certificate.

What has changed with V1.3 of this guideline?

- Multipurpose Business Partner Certificates

The former General Business Partner Certificates have been renamed to Multipurpose Business Partner Certificates.

As the name implies these certificates are no longer restricted to General Business Partners but can now also be issued for all Siemens business partners.

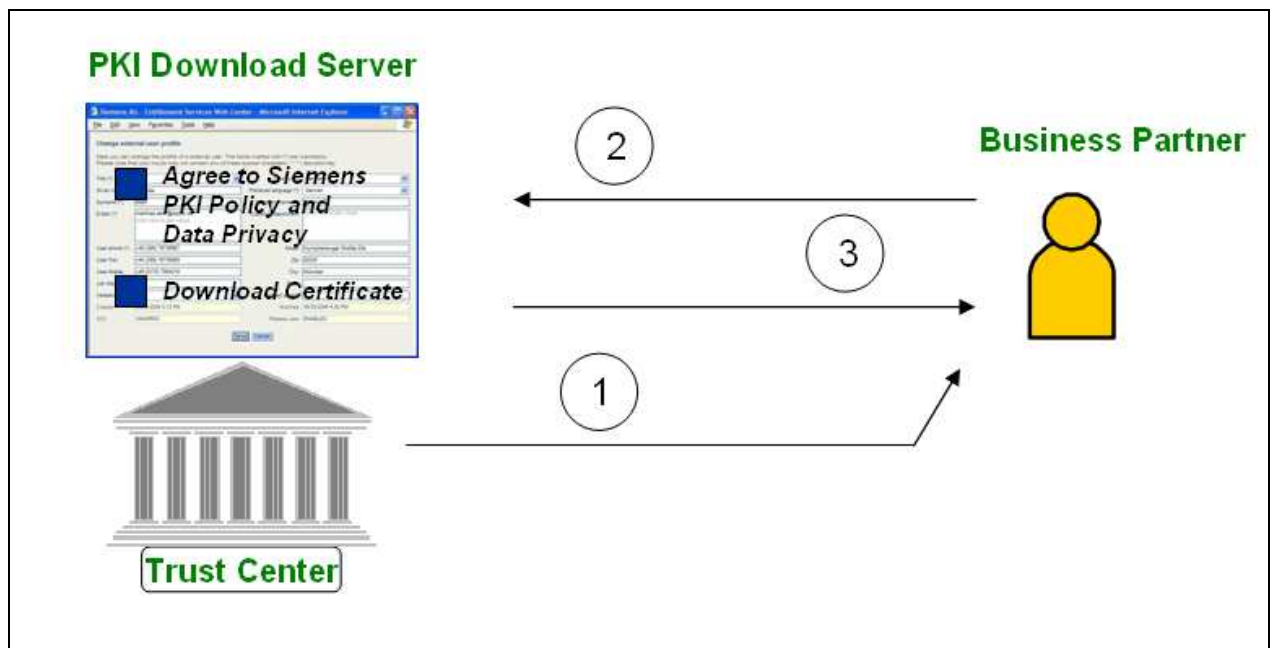
Typically, these business partners do not have a Siemens ID Card with certificates on it.

- Office 2007

Chapters 5. and 6 now also provide instructions for Office 2007.

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2. Process Overview



1. The Trust Center sends you an e-mail informing you that a certificate has been created.
The e-mail also contains the link to the PKI Download Application and the PIN needed for installing the certificate.
2. To access the PKI download application, click on the link in the e-mail and request a temporary password that you have to change when logging in. After login you have to check your data. You have to agree to the Siemens policy and data privacy rules. This information will be stored by the PKI download application.
3. Only after agreeing to the policy and data privacy rules you can download your certificate.

Please note: Your Siemens partner triggers the process to provide you with an certificate. In case of questions or problems always contact your Siemens partner.

3. Download Certificates from the PKI-Download-Server

Your certificate will be made available for download on a specific download server.

This is the case, if

- You receive a certificate for the first time.
- Your current certificate has expired and a new certificate has been issued.
- A previously valid ("old") certificate was again made available (to read your old e-mails).

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3.1 Access the Download Application

When a certificate has been issued for you, the Siemens Trust Center sends you an e-mail with the following information:

- That a certificate has been issued for you
- The link to application to download the certificate (<https://pkidownload.siemens.com/>)
- How to login to the application
- The PIN needed to import the certificate

Example:

Please scroll down for the German translation.

Die deutsche Uebersetzung finden Sie im Anschluss an den englischen Text.

---- ENGLISH -----

Dear Ms./Mr. Stein.

Your Digital Certificate issued to you for encrypted e-mail communication with Siemens is now available for download.

To import the certificate you need the following PIN:

Multipurpose key: 10C53EF5E5942F1B0BD9
(0 in the PIN is always a digit and not the letter O)

You can download the certificate at

<https://pkidownload.siemens.com/>

In case you do not have a password yet, please go to the above mentioned web site, click on Login and request a password. Your username will be your e-mail address.

Instructions how to import the certificate at the example of MS Outlook will be available for you after login to the download page.

In case of problems, please consult your Siemens partner.

Yours sincerely,
Siemens Trust Center

--- DEUTSCH -----

Sehr geehrte/r Frau/Herr Stein.

Ihr Digitales Zertifikat, welches Ihnen fuer die verschluesselte E-Mail-Kommunikation mit Ihren Partnern bei Siemens ausgestellt wurde, steht fuer Sie zum Download bereit.

Zum Import des Zertifikats benoetigen Sie die folgende PIN:

Multipurpose key: 10C53EF5E5942F1B0BD9
(0 ist in der PIN immer eine Ziffer und nicht der Buchstabe O)

Sie koennen das Zertifikat unter

<https://pkidownload.siemens.com/>

herunterladen.

Sollten Sie noch ueber kein Passwort verfuegen, rufen Sie bitte die obige Website auf, klicken Sie dort auf Login und lassen Sie sich ein Passwort zuschicken. Ihr Username ist Ihre E-Mail-Adresse.

Eine Anleitung zum Import des Zertifikats am Beispiel von MS Outlook steht Ihnen nach dem Login auf der Download-Seite zur Verfuegung.

Bei Problemen setzen Sie sich bitte mit Ihrem Siemens-Partner in Verbindung.

Mit freundlichem Gruss,
Ihr Siemens Trust Center

PKI key data (for support requests):

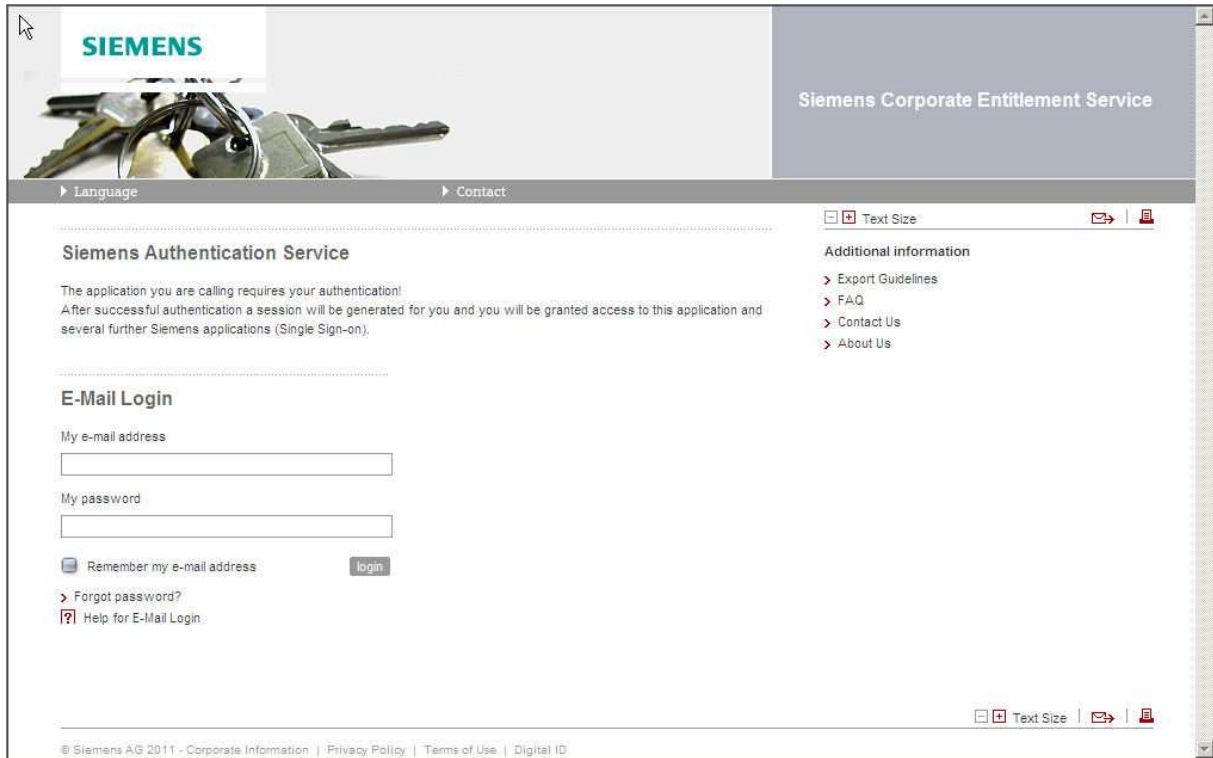
Issued to: Stein Thomas
GID: AC56KBP3
Key Format: Multipurpose
Serial Number: 406949332
Valid from: 8/3/2009 11:15:05 AM
Valid to: 9/14/2009 11:15:05 AM

Access the PKI Download Server

Use the link <https://pkidownload.siemens.com/> provided in the mail.

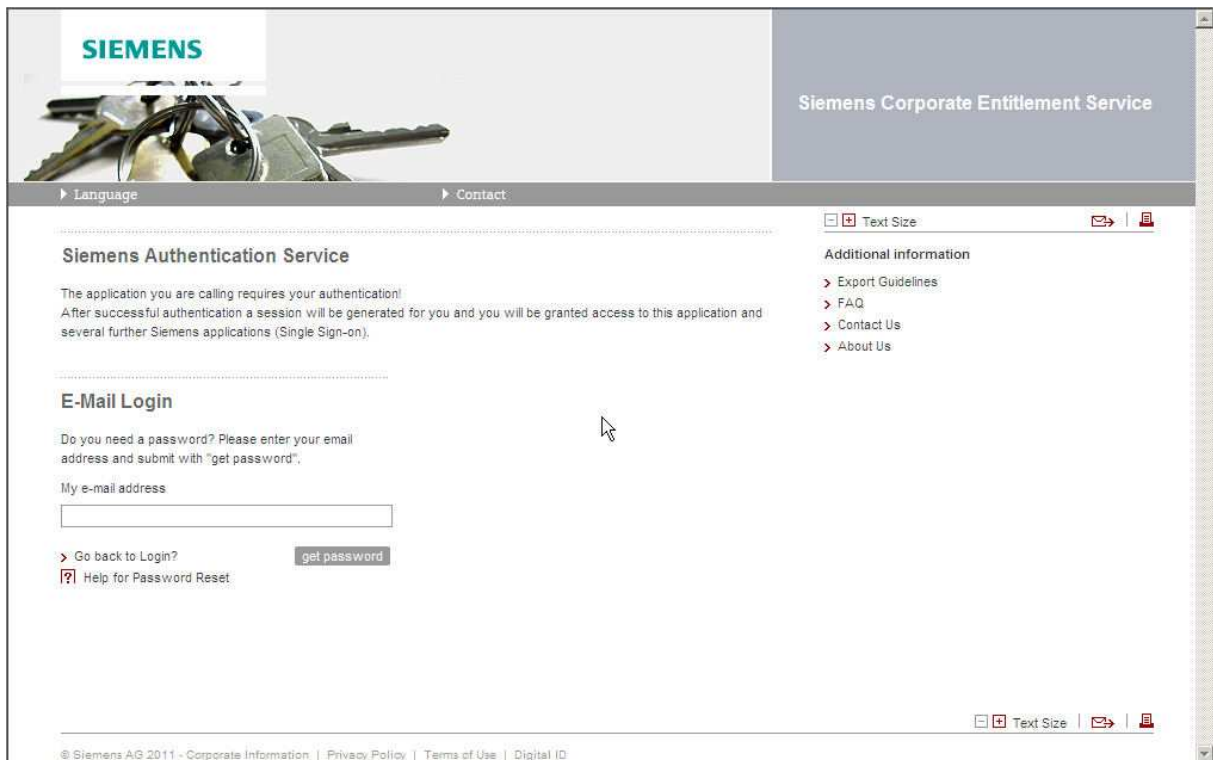
The login window will be displayed.

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To login use your e-mail address as user name and your password.

Please note: If you login for the first time click "Forgot password?"

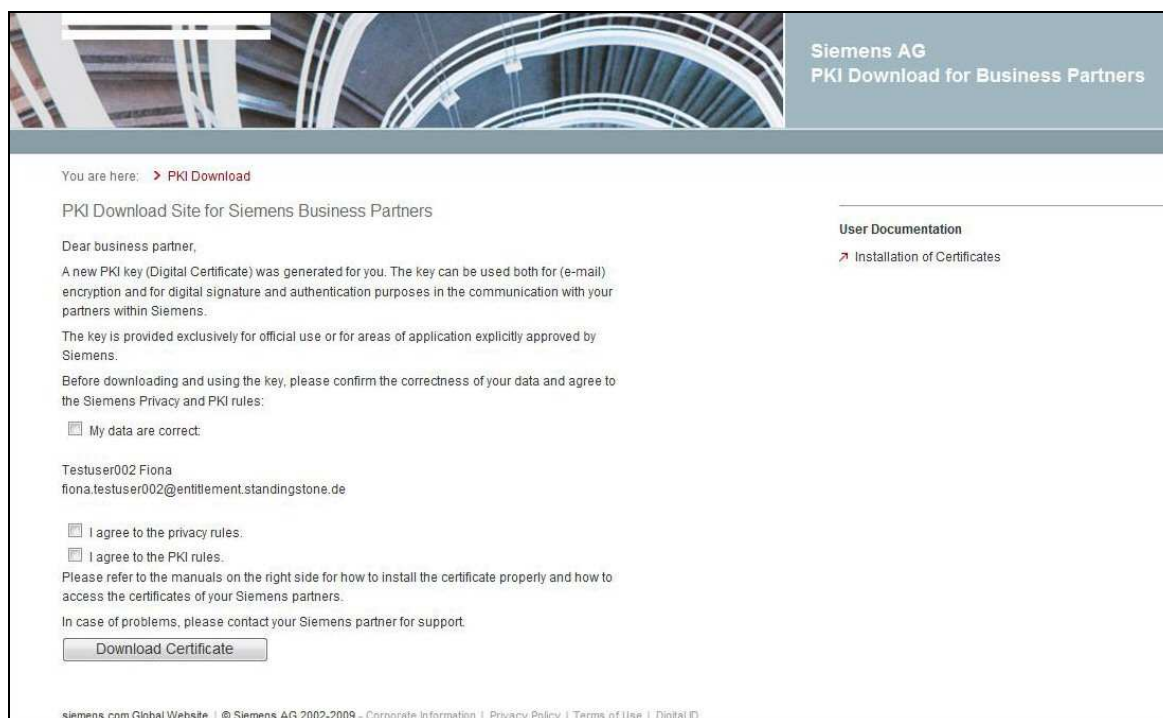


Type in your e-mail address and click "get password" to request a temporary password. The password will be sent to you in an e-mail. After logging in with your temporary password you will be forced to change it immediately.

In case that your user data does not yet exist, you will receive a message asking you to contact your Siemens partner for support.

3.2 Confirm your Data and Agree to the Siemens Privacy and PKI rules

Before downloading your certificate, you have to confirm the correctness of your data and agree to the Siemens Privacy and PKI rules:



Siemens AG
PKI Download for Business Partners

You are here: > PKI Download

PKI Download Site for Siemens Business Partners

Dear business partner,

A new PKI key (Digital Certificate) was generated for you. The key can be used both for (e-mail) encryption and for digital signature and authentication purposes in the communication with your partners within Siemens.

The key is provided exclusively for official use or for areas of application explicitly approved by Siemens.

Before downloading and using the key, please confirm the correctness of your data and agree to the Siemens Privacy and PKI rules:

My data are correct:

Testuser002 Fiona
fiona.testuser002@entitlement.standingstone.de

I agree to the privacy rules.
 I agree to the PKI rules.

Please refer to the manuals on the right side for how to install the certificate properly and how to access the certificates of your Siemens partners.

In case of problems, please contact your Siemens partner for support.

User Documentation
Installation of Certificates

siemens.com Global Website | © Siemens AG 2002-2009 - Corporate Information | Privacy Policy | Terms of Use | Digital ID

For details on the privacy and PKI rules click "privacy rules" and "PKI rules".

Check the check boxes and click the button "Download Certificate" to continue.

No certificate available

If there is no certificate available for you to download you will receive a message.

There may be various reasons for this, such as providing the certificate has been delayed, you already downloaded the certificate, downloading was not successful.

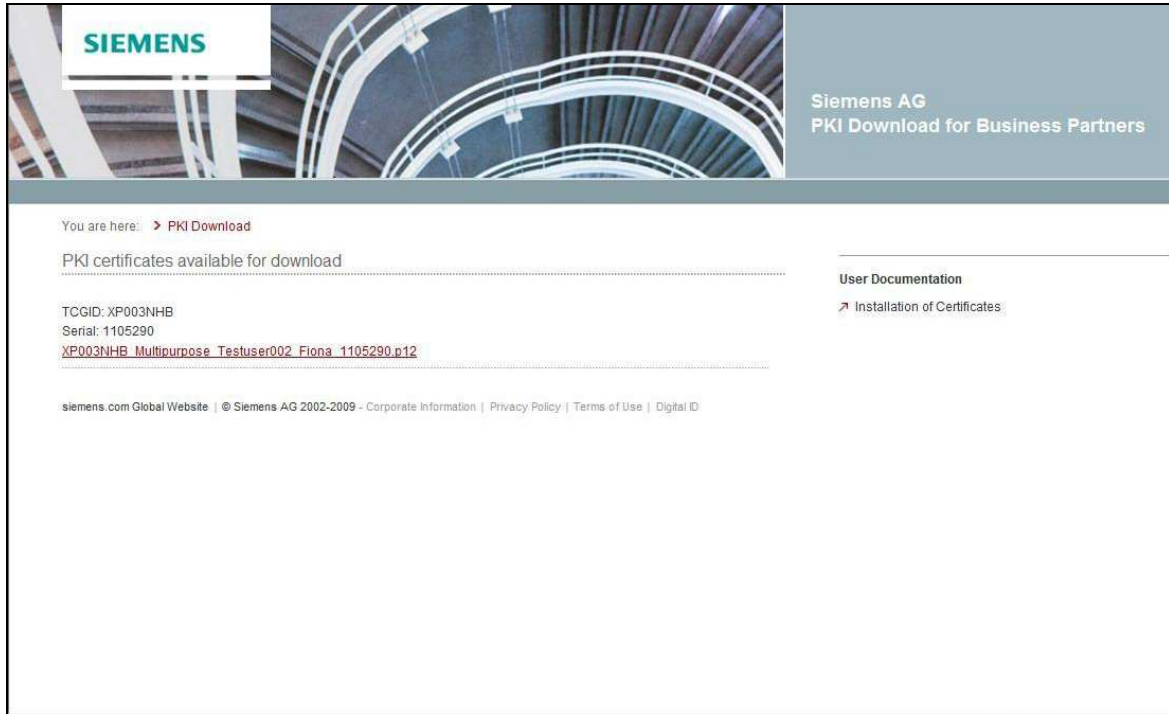
Please contact your Siemens partner for support.

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3.3 Download your Certificate

After logging in the list of certificates available for download is displayed.

As a rule the list will contain one certificate, namely a new one, but it can also contain "old" certificates that have been provided for you to be able to read your e-mails encrypted with the "old" certificates.



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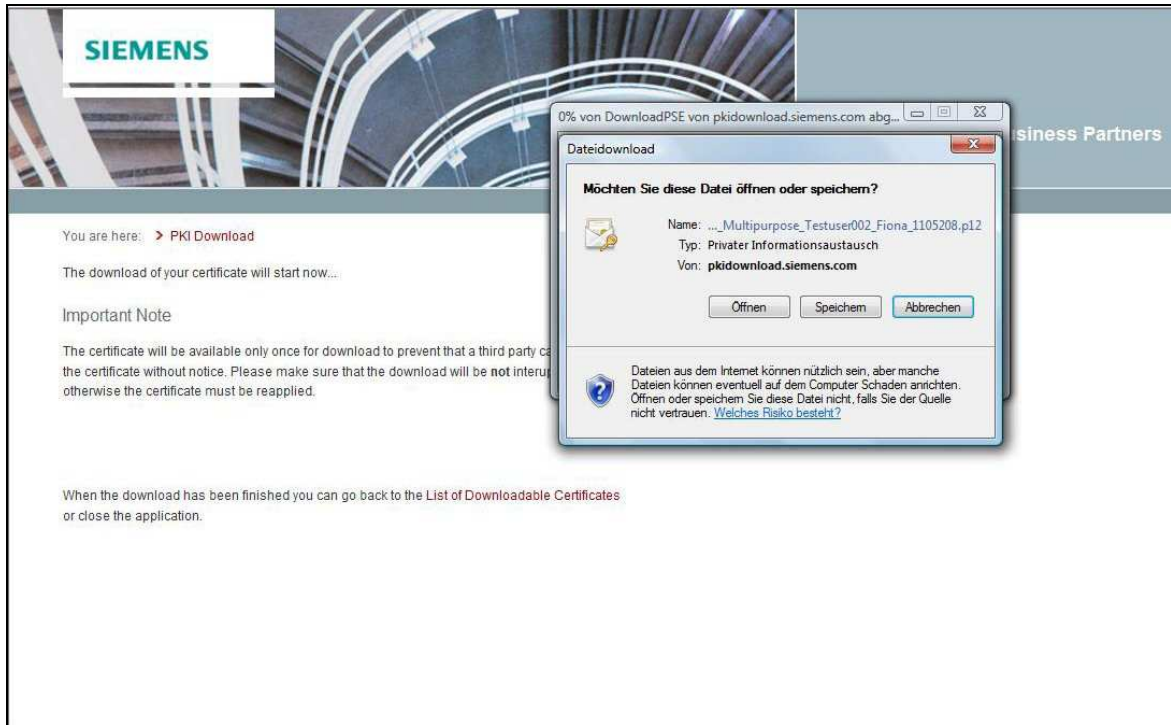
Please note:

For security reasons a certificate can only be downloaded one time! After download it is no longer available for download.

This is also true if the downloading process was not successful or was interrupted. In this case please contact your Siemens partner.

Click the certificate you want to download.

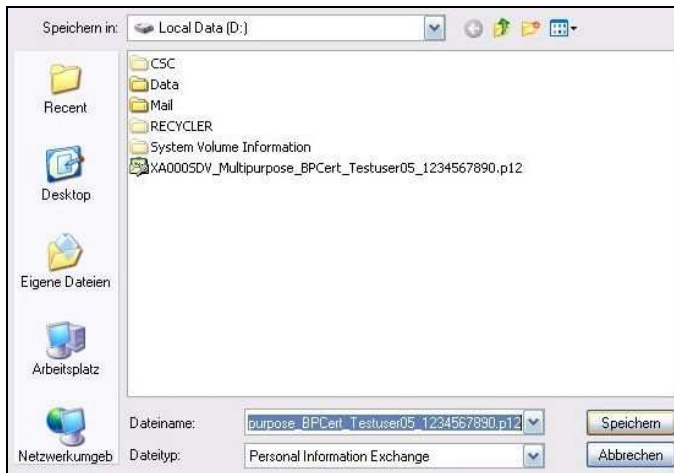
Your browser opens the download window.



Click the button "Save".

Now select the directory where you want to save the certificate.

Please be sure to remember where you save the certificate. You will need to know to import the certificate later on.



After downloading a certificate you can

- close the application or
- in case there are further certificates available, click the link "List of downloadable certificates".

Be sure to use the link and not to use the back button.

You are here: > [PKI Download](#)

The download of your certificate will start now...

Important Note

The certificate will be available only once for download to prevent that a third party can download the certificate without notice. Please make sure that the download will be not interrupted, otherwise the certificate must be reappplied.

When the download has been finished you can go back to the [List of Downloadable Certificates](#) or close the application.

To be able to use your certificate you have to import it on your computer (see chapter 4. Importing your Certificate).

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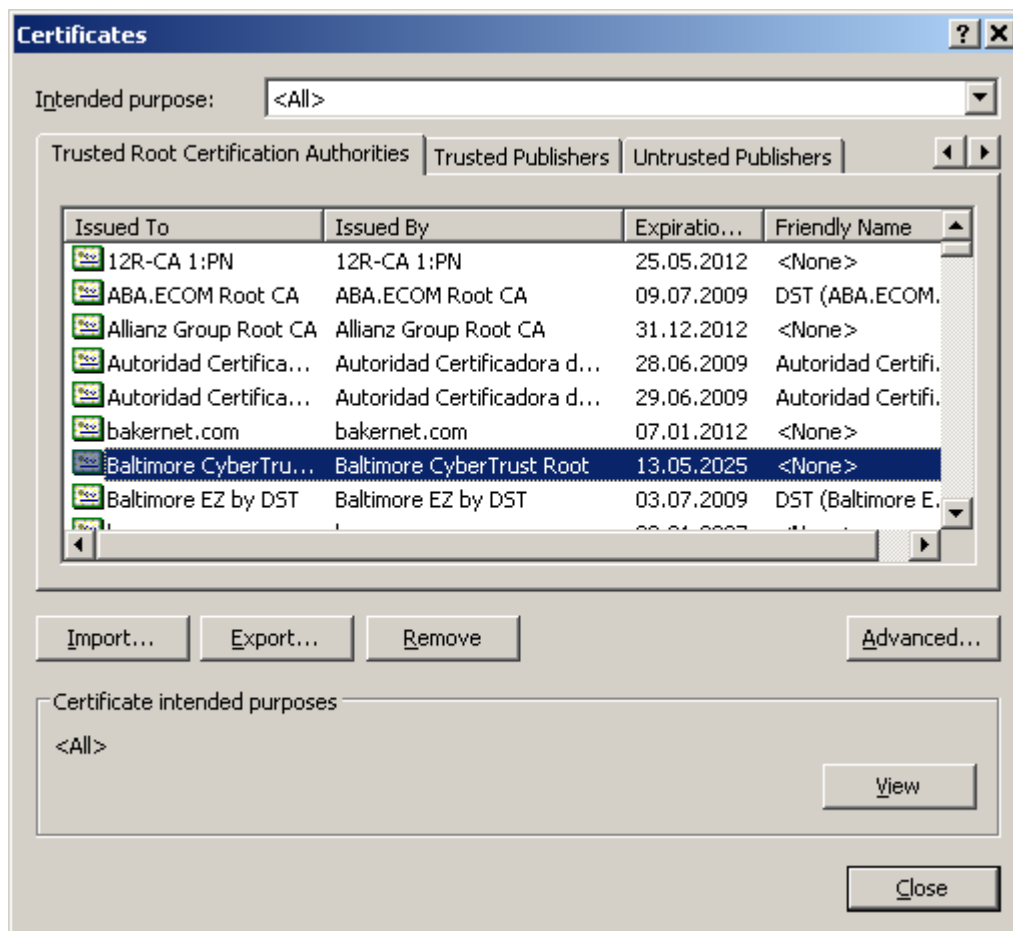
4. Importing your Certificate

4.1 Baltimore CyberTrust Root

Siemens has placed its user certificates for encryption under a public "Root Certification Authority", the "Baltimore CyberTrust Root" from Verizon Business.

The "Baltimore CyberTrust Root" Certificate is pre-installed in all common operating systems and browsers. Thus, external partners have automatically a trust position to the Siemens PKI. The explicit installation of the Siemens Root Certificate is not necessary.

Please make sure that the Baltimore CyberTrust Root" Certificate is installed on your computer:



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Please note:

- In some cases for encryption it may nevertheless be necessary to import the Siemens Root-CA Certificates (see chapter 4.2 Installation of the Siemens Root-CA Certificates).
- The Baltimore CyberTrust Root covers trust to the Siemens encryption certificates. For digitally signing mails and for authentication you have to install the Siemens Root-CA Certificates (see chapter 4.2 Installation of the Siemens Root-CA Certificates).

4.2 Installation of the Siemens Root-CA Certificates

Please note:

This chapter does not apply if you want to use your certificate only for encrypting emails. See chapter 4.1 Baltimore CyberTrust Root.

If you want to use your certificate for digitally signing mails and for authentication please follow the instructions in this chapter.

First, the Siemens Root-CA-Certificates must be imported to enable your computer to validate a Siemens certificate as trusted.

The Siemens Root-CA Certificates can be downloaded at <https://www.siemens.com/pki>.

We recommend to download all Siemens Root-CA Certificates (collected here: "hierarchy of the Siemens CA certificate"¹) and to save them to your hard drive. This file contains all necessary certificates.

To import the certificates into the Windows Certificate Store, choose one of the following possibilities:

- Open the Menu **Tools**→ **Internet Options**→ **Content**→ **Certificate**.
- Click on **Import**.
- Choose the saved file containing the Siemens Root-CA Certificates (select the type of file p7b)
- Close the open Windows via **Close** or **OK**.

- Click with your right mouse-button the downloaded p7b-file.
- Choose **Install Certificate**. Click on **Next**.
- Make sure the option "choose Certificate Store automatically" is set.
- Click on **Finish**.

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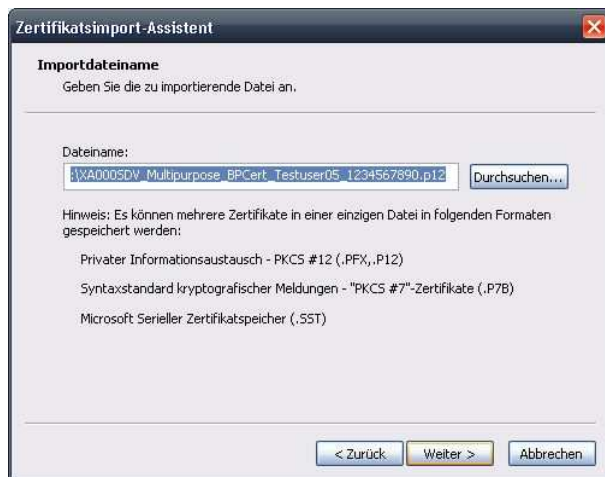
¹http://w1.siemens.com/pki/siemens_ca_certificates.p7b
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4.3 Importing your Siemens Certificate

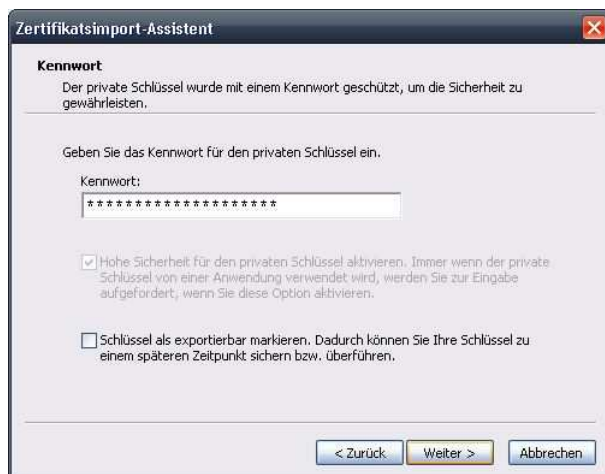
To import a certificate the certificate-file (*.p12) has to be opened. A Certificate Import wizard opens and directs through the next steps.



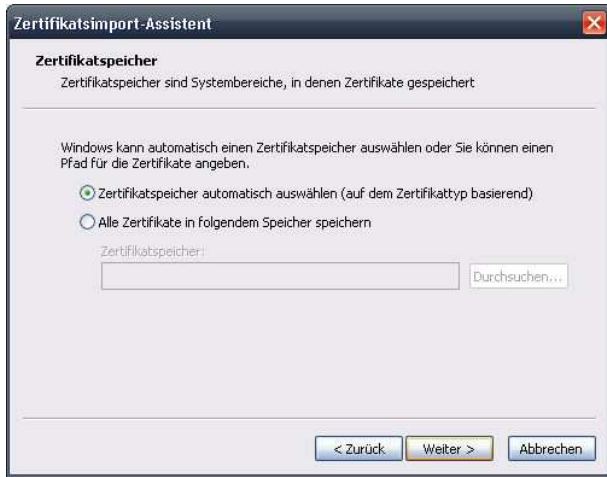
In the following window the certificate file name is given once more. Click "Next".



In the field "Password" enter the Transport PIN sent to you from the Siemens Trust Center.



Use the option "automatically" as proposed by the system. Click "Next".



The window for setting the security level is opened.



Choose the highest security level. Only this level grants that the certificate is not used by a malicious attacker without your knowledge.



For the highest security level a separate password has to be defined. This password is needed every time the certificate is used. As it can not be modified afterwards, make sure that you choose a password that you will remember.



In the last step you acknowledge and finalize the import.



The system gives the message that the import was successful.



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5. Accessing the Certificates of your Partners at Siemens

5.1 Using the Siemens External Repository or the HTTP-Directory Service of the European Bridge-CA

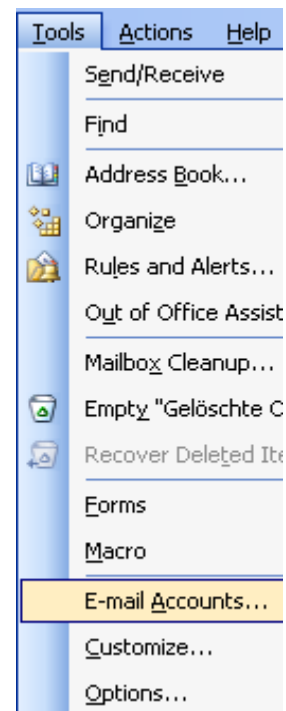
The use of the Siemens External Repository is generally recommended. It is possible to then access all certificates of the Siemens employees from the Internet.

Once the External Repository is installed, no further key exchanges are necessary. Make sure that the integration of the repository is not blocked by your firewall policies.

Follow these instructions for the integration:

For Office 2003:

- Open the Outlook menu **Tools** → **email Accounts**.
- Choose the radio button *"Add a new directory or address book"*.



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For Office 2007:

- Open the Outlook menu **Tools** → **Account Settings**
- Change to the tab "Address Books" and click on "New..."

This wizard will allow you to change the e-mail accounts and directories that Outlook uses.

E-mail

- Add a new e-mail account
- View or change existing e-mail accounts

Directory

- Add a new directory or address book
- View or change existing directories or address books

- Choose "Internet Directory Service (LDAP)".

Internet Directory Service (LDAP)
Connect to an LDAP server to find and verify e-mail addresses and other information.

Additional Address Books
Connect to an address book to find and verify e-mail addresses and other information.

The server name is: "cl.siemens.com". Click on "More Settings".

Server Information

Type the name of the directory server your Internet service provider or system administrator has given you.

Server Name:

Logon Information

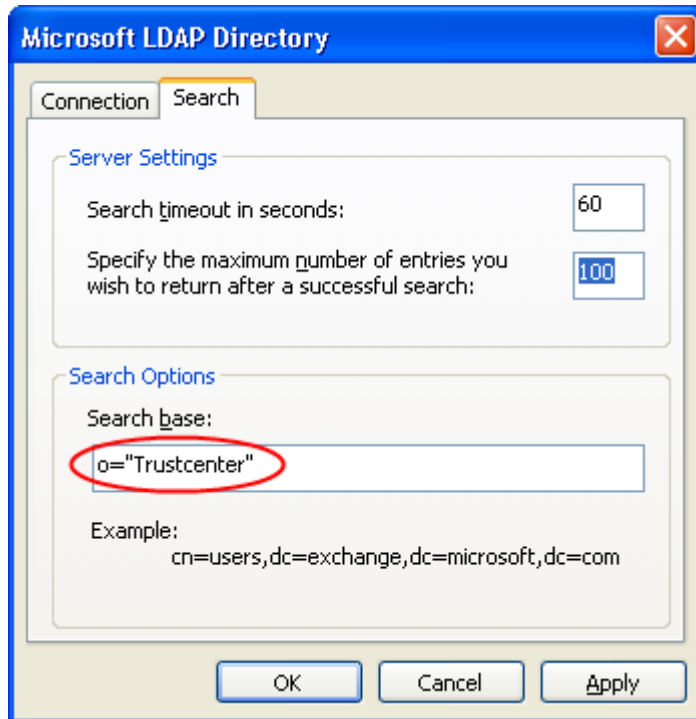
This server requires me to log on

User Name:

Password:

Log on using Secure Password Authentication (SPA)

- Change to the tab "Search" and enter the search base: "o=Trustcenter".



- Continue with **OK**.
- Click in the previous window the button "*Finish*".
- Note: It is necessary to restart Outlook to use the directory service.

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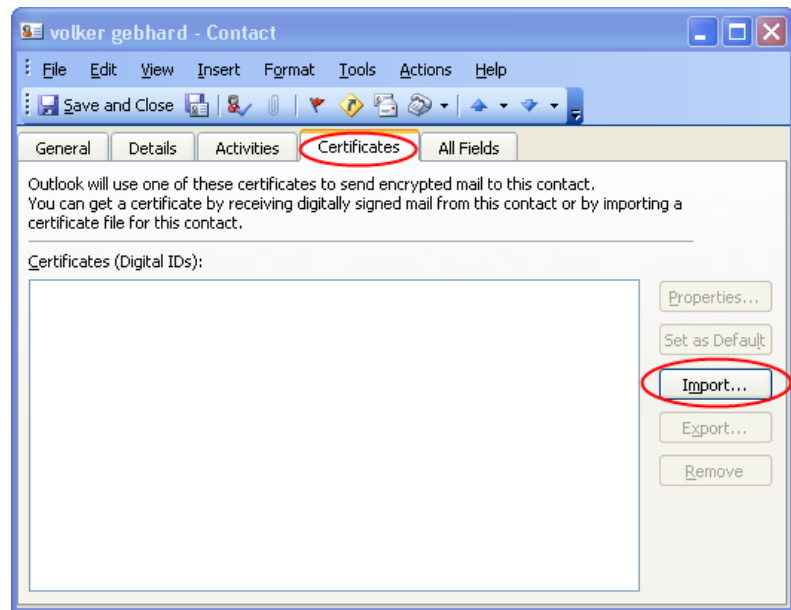
5.2 HTTP Directory Service

Siemens also offers an HTTP Directory Service. With this service, you can access the certificates of your Siemens partner also with your normal web browser. The service is available at <http://cl.siemens.com/>.

To find a certificate, enter the complete e-mail address of your partner and save the certificate to your hard drive.

To make Outlook use the downloaded certificates, you need to add them to an Outlook contact. Follow these instructions to add a certificate to a contact:

- Change the extension of the downloaded certificates from xxx.crt to xxx.cer.
- Open your Outlook contacts and the contact of the Siemens employee with whom you want to communicate securely.
- Choose the tab "Certificates" and click on "Import".
- Choose the directory in which you saved the downloaded certificates and mark them for the import.
- Leave the contact via "Save" and "Close".
- Repeat this for all Siemens employees you want to securely communicate with.



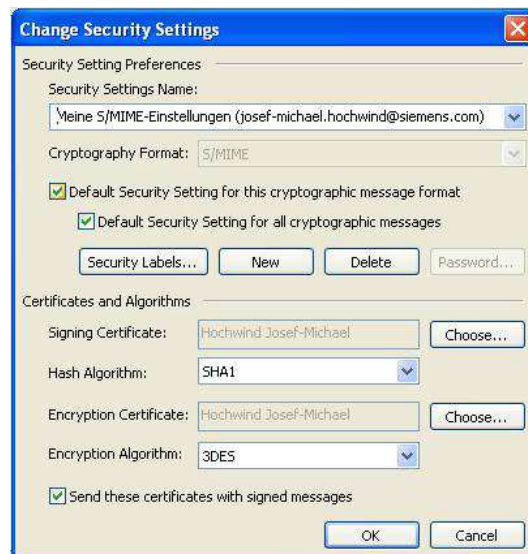
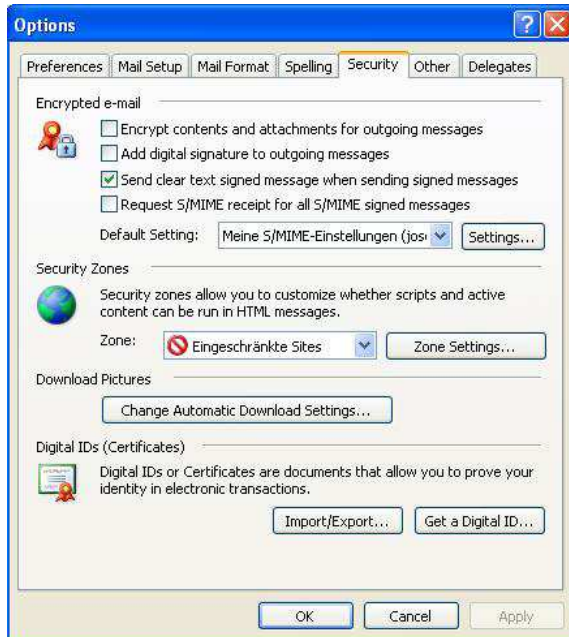
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6. Final Settings for the Use in Outlook

To use the email encryption the certificate and the suitable encryption mode have to be chosen. Please note that you can ignore this chapter if you have already installed and used email encryption on your system.

Please follow these steps:


- Start Outlook.
- For Office 2003: In the menu "Tools" select "Options".
For Office 2007: select "Tools" → "Trust Center"
- For Office 2003: In the tab "Security" you find information on sending encrypted mails.
For Office 2007: Tab "E-mail Security"
- Click the button "Settings" to define the "Default Setting".
- Under "Certificates and Algorithms" select "Choose" right next to the field "Signing Certificate" and select the suggested certificate. See the Office 2003 as an example.
Then choose an encryption algorithm. Select "3DES". Confirm your selections with "OK".
Note: If "3DES" is not available it could happen that a lower encryption method will be used. In this case the email cannot be read by the Siemens employee. To solve this problem, please contact your IT Support.
- Close and restart Outlook for the changes to take effect.




7. Sending and Reading Encrypted E-mails

7.1 Encrypting and Sending E-mails

Create and write a new e-mail as usual.

To encrypt the mail click the encryption symbol .

Send the mail clicking the button "Send" .



7.2 Reading Encrypted E-mails

Reading an encrypting e-mail is similar to reading an unencrypted e-mail:

- Open the e-mail as usual.
- Enter the password you assigned to the key during the import.
- Now you can read the e-mail as usual.

8. Possible Problems Caused by an Insufficient Encryption Mode Used by the Business Partner

Siemens has defined internally that at least a 128bit-encryption has to be used for email encryption with Siemens employees.

Because of technical issues, emails may have been sent with a lower encryption than 128bit. These emails cannot be read by Siemens employees.

To solve the problem the business partner has to change his encryption method to 128bit/3DES (see chapter 6 Final Settings for the Use in Outlook).

Otherwise contact your IT Support. Detailed information can be found here https://pkisupport.siemens.com/imps_en/service/managed_pki_services/e_mail_verschlueselung/knowledge_base/verschlueselte_rc2_40bit_s_mime_x_509_emails_sind_nicht_lesbar.html.

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