

# INDUSTRYALERT

February 14, 2020

**UPDATE: *PostalOne!* System – Required Root Certificate Update by 02/22/2020  
Certificates IMMEDIATELY Available via Pre-Prod or TEM Environments**

As previously advised, a **Root Certificate update** is scheduled for the *PostalOne!* System on February 23, 2020. This update may result in some users experiencing issues with Mail.dat and Mail.XML eDoc submissions.

To resolve Mail.dat and Mail.XML eDoc submission issues, users will need to update their **Root Certificate** chain with the new certificates **no later than February 22, 2020** to avoid any interruptions to their service.

**NOTE: The certificate update will need to be applied by Mail.XML users and only those Mail.dat users who DO NOT use the JRE bundled within the Mail.dat client.**

To ensure adequate testing is performed before the February 23, 2020 implementation date, *PostalOne!* users should take IMMEDIATE action to perform the required Root Certificate update in the Pre-Production (Pre-Prod) or Test Environment for Mailers (TEM).

**NOTE: Once again, there is no longer a requirement for users to wait until February 23, 2020 to apply the updated Certificate to their Production environment.**

*PostalOne!* users should follow the attached step-by-step guidelines to download the Certificates from the Pre-Prod or TEM environment to add the Certificate to the root chain in their Production environment.

Please direct any inquiries or concerns to the *PostalOne!* Help Desk via eMail ([postalone@usps.gov](mailto:postalone@usps.gov)) or telephone (1-800-522-9085). Thank you!

# USPS VERIFICATION GUIDELINES

## REQUIRED ROOT CERTIFICATE UPDATE

### Mail.dat or Mail.XML eDoc Submissions

On February 23, 2020, a **Root Certificate** update is scheduled for the *PostalOne!* System. This update may result in some users experiencing issues with submission of Mail.dat or Mail.XML eDocs. Users will need to update their **Root Certificate** chain with the new certificates before the February 23, 2020 *PostalOne!* implementation date to avoid any interruptions to their service.

**NOTE: The certificate update will need to be applied by Mail.XML users and only those Mail.dat users who DO NOT use the JRE bundled within the Mail.dat client.**

To ensure adequate testing is performed before the February 23, 2020 implementation date, *PostalOne!* users should take IMMEDIATE action to perform the required **Root Certificate** update in the Pre-Production (Pre-Prod) or Test Environment for Mailers (TEM).

Users will not need to wait until February 23, 2020 to apply the updated Certificate on their **Production** environment. The certificates are available to be downloaded from our **TEM** or **Pre-Prod** environments as outlined in the detailed instructions below.

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Please follow the step-by-step guidelines below to download the Certificates from the Pre-Prod or TEM environments and add the Certificate to the root chain in the Production environment.

**NOTE: If your Mail.dat client is using the JRE bundled with the client then you can skip all the steps below as there is no action to be taken.**

- 1) Identify and navigate to the **JRE folder** where the Java Runtime Environment (JRE) is installed. For customers using the Mail.dat client, you can check the JRE using the **debug.log**
  - a. Open the **debug.log**. Typically, this is located in the same folder where the Mail.dat client is installed.
  - b. Search for "**java.home**" in the **debug.log**. This will display the location of the JRE that your Mail.dat client is using.


**Reference example below; however, the installation path might vary per user:**

```
2018-04-13/10:59:58.853/CDT 2018-04-13 10:59:58,853 DEBUG [main      ]
gov.usps.mdr.client.util.EnvironmentLoggerUtil - java.home= C:\MDRClient-win32-TEM\jdk8u232-
b09-jre-32
```

- 2) From the **JRE folder** in **Step #1**, navigate to the subfolder "**...lib\security**"

**Example:** C:\MDRClient-win32-TEM\jdk8u232-b09-jre-32\lib\security

**Logon to: Business Customer Gateway (BCG)**

- 3) On the left menu bar under "**Mailing Services**", click **Electronic Data Exchange** (*PostalOne!*)
- 4) Select and click on **1** of the links below:
  - "**Go to Pre-prod**" (*Section: Pre-production for Mailers*) **or**
  - "**Go to TEM**" (*Section: Test Environment for Mailers*)
- 5) Click the **padlock icon**  in the URL bar, then click on 1 of the selections below:
  - **View Certificates** (*Microsoft IE/Edge*) **or**
  - **Certificate** (*Google Chrome*)
- 6) In the **Certificate** window, open the **Certification Path** tab
- 7) Select the top-most entry "**Sectigo**", and then click **View Certificate**

**Steps Continued on Page 2**

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- 8) In the **new Certificate** window, open the **Details** tab and click **Copy to File**
- 9) In the **new Certificate Export Wizard** window, click **Next>**
- 10) Leave the **Export File Format** option as “**DER encoded binary X.509 (.CER)**”. Click **Next>**
- 11) Save the file as “**sectigoRoot**” in the same folder as **Step #2** above (“**...lib\security**”)

**NOTE:** If you DO NOT have permission to save in this location, save the file elsewhere and then copy the “**sectigoRoot**” file in that location (“**...lib\security**”)

- 12) Open a **Command** prompt (**Windows**) or terminal (**UNIX**), then navigate to the “**...bin**” subfolder of the **JRE install folder** from **Step #1**

Example: C:\MDRClient-win32-TEM\jdk8u232-b09-jre-32\bin

Select the links below to reference articles on “**How to open a command prompt in Windows and use basic commands to navigate to a folder.**”

- <https://www.wikihow.com/Open-the-Command-Prompt-in-Windows>
- <https://www.digitalcitizen.life/command-prompt-how-use-basic-commands>

- 13) At the **Command** prompt, run the following command:

```
Keytool -import -trustcacerts -keystore "<Path from Step #2>\cacerts" -storepass changeit -alias sectigoRoot -file "<Path from Step #2>\sectigoRoot.cer"
```

**Example for TEM:** keytool -import -trustcacerts -keystore "C:\MDRClient-win32-TEM\jdk8u232-b09-jre-32\lib\security\cacerts" -storepass changeit -alias sectigoRoot -file "C:\MDRClient-win32-TEM\jdk8u232-b09-jre-32\lib\security\sectigoRoot.cer"

- 14) When prompted to answer “**Trust this certificate?**” type “**Yes**” and press **Enter**