

HONDA SSL SERVER CERTIFICATE CHANGE

Honda will be changing their FTP SSL server certificate. They will provide a conversion date. When the conversion takes place, it is possible that the Cleo LexiCom or VLTrader application will need to trust the new certificate, else communications will fail.

The Honda SSL certificate is a chained certificate comprised of 3 parts: A Honda generated certificate, a Versign signed certificate, and a Class 3 public root certificate (self-signed by Versign). As long as any one part of the chain is in the Cleo Certificate Manager store, then communications will be fine. Cleo provides the root certificate already with the installation of LexiCom and VLTrader, so it's quite possible that no change needs to be done to resume communications with Honda after the SSL certificate conversion.

Scenario 1:

The Class 3 Public Primary root certificate is already installed in the .../LexiCom/certs/ directory.

Result: Communication with Honda will resume uninterrupted.

Scenario 2:

The Class 3 Public Primary root certificate is not installed in the .../LexiCom/certs/ directory.

Result: Communication with Honda will fail until the new Honda SSL server certificate is installed OR the root certificate is imported.

Resolution A for Scenario 2:

Customer can download the new Honda certificate from Cleo's website. File can be stored in the .../LexiCom/certs/ directory.

Resolution B for Scenario 2:

Customer can launch LexiCom and interactively set up a "test" action to perform directory listing which will prompt to trust the new Honda certificate.

- Launch LexiCom GUI
- Right-click the mailbox level for Honda and choose **New**
- Rename the action to <test> and enter **DIR** for the command
- Highlight the test action and click the green **Run** button
- At the prompt to trust the new Honda certificate choose **Yes Permanently** and the new certificate will be stored in the certs directory.

Please feel free to contact Cleo Technical Support by phone (866)444-2536 or email support@cleo.com.