

FAQ's on ACS for Symbian

Why should I choose VeriSign ACS?

VeriSign ACS offers you a cost-effective, fully automated, online and highly secure content signing service for Windows Mobile Smartphone and Symbian applications from the leader in content signing service

What is an ACS Publisher ID?

The ACS Publisher ID is the digital certificate you receive when you enroll for the ACS service. Your Publisher ID has two uses:

- > **To sign your application files**
- > **To access the ACS Account Manager (a.k.a SAM) to re-sign your files, purchase additional signing events, and access a host of other features that the ACS service offers.**

What is an ACS Content ID?

The ACS Content ID is generated by VeriSign to "re-sign" your signed files after VeriSign verifies your digital signature. This certificate is based on the private root associated with either the platform or the carrier you are signing your applications for.

Why do I need to get 2 different certificates?

The ACS Publisher ID is the developer-signing certificate and is used to sign code prior to uploading the code to VeriSign for "re-signing". ACS Content ID certificates are generated when you get your signed code "re-signed" by VeriSign. When you upload signed code to VeriSign, we check the validity of the signature in real time, strip off this signature and re-sign using a Content ID certificate that (a) carries application specific information (b) chains up to the private root CA associated with the platform or carrier you are signing your applications for. The Content ID is unique to each piece of content and is the only signature that will be trusted on the end-user device for secure downloading and execution.

How long will it take to get my application signed?

If you are a first time ACS customer, you first need to obtain an ACS Publisher ID certificate. Use your Publisher ID to sign your code and then upload it to SAM. The Web-based service re-signs your code and makes it available for download within a few seconds.

What constitutes a "signing event"?

A signing event involves the generation of a single-use ACS Content ID digital certificate that chains up to the private root associated with the platform or carrier you are signing your applications for. For example, if you have a Windows Mobile Smartphone applications which consists of 1 cab file containing 1 exe and 1 dll file, signing your application constitutes 3 signing events: 1 each for the dll, exe, and the cab file. Note that this may be different for other platforms that VeriSign ACS supports.

What do I do if I run out of signing events?

If you have a valid Publisher ID certificate and you run out of ACS Content IDs (signing events), log in to the ACS Account Manager and purchase additional ACS Content ID bundles (signing event bundles).

What kind of files do I need to get signed?

Microsoft specifies that you need to sign your dll, exe, and cab files. Symbian specifies that you need to sign your SIS file.

How do I sign code using my Publisher ID certificate?

When you sign up for the ACS service, depending on the product you are buying (ACS Publisher ID with or without Smartcard) your Publisher ID certificate is installed into the browser certificate store or on the USB token provided to you.

For Windows Mobile Smartphone applications: You can access your certificate and sign your code using the standard Microsoft File Signing Tool, "signcode.exe." However, VeriSign ACS for Smartphone also offers a unique feature that allows you to automatically sign your code in the ACS Account Manager.

For native Symbian applications: You need to download the Symbian Key Export Utility software available on the VeriSign ACS for Symbian website and export the key and cert into a format that MakeSIS can use. Once you complete this step, follow instructions provided with the Symbian MakeSIS tool to sign your SIS files.

What do I do if I lose my USB token with my Publisher ID on it (only for ACS Publisher ID with Smartcard)?

Your token and Publisher ID cannot be replaced. If your USB token is lost, there is a potential compromise of your private key. You must revoke your Publisher ID and enroll for a new Publisher ID.

What do I do if I lose the token password (only for ACS Publisher ID with Smartcard)?

Your token password cannot be recovered or replaced. Keep your token password in a secure place in case you need to refer to it. If you forget or lose the token password, you will not be able to access your Publisher ID. You must revoke your Publisher ID and enroll for a new Publisher ID.

What do I do if I delete the ACS Publisher ID approval e-mail with my PIN number?

Please call VeriSign Customer Support at 1-877-GET-VRSN and we will send you your PIN number after we verify your identity.

I have received an ACS Publisher ID approval e-mail from VeriSign - what do I do next?

For ACS Publisher ID without Smartcard, you can click on the "pick up" link provided in the e-mail, use the PIN number and proceed to install the certificate directly into your browser.

For ACS Publisher IDs with Smartcards, please wait to get your blank USB token in the mail. Follow instructions provided with the token to install the token software. Then follow the link in the approval e-mail to pick up and install your ACS Publisher ID on the token.