



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY

Department of Criminal Justice Information Services

200 Arlington Street, Suite 2200, Chelsea, Massachusetts 02150
TEL: 617-660-4600 • TTY: 617-660-4606 • FAX: 617-660-4613
MASS.GOV/CJIS

Charles D. Baker
Governor

Karen E. Polito
Lieutenant Governor

Thomas A. Turco, III
Secretary of Public Safety and Security

James F. Slater, III
Commissioner

CJIS Certificate Authority

The EOPSS and DCJIS have identified a solution for some of the SSL certificate errors that CJIS Single Sign On users have experienced on their workstation browsers. We have worked with Symantec to establish our own certificate authority which means that those workstations that are updated with the CJIS certificate authority certificates will no longer see errors in Internet Explorer. We are still working on other browsers such as Google Chrome and Mozilla Firefox. We recommend that CJIS users utilize the below steps to install the certificate authority certificates on their workstations regardless of what browser is used. If you utilize Internet Explorer your errors will go away when we deploy new certificates to the CJIS SSO application servers on June 16th. If you use other browsers you will still receive error messages until the time that the other browsers begin working, but you will not have to reinstall or take any additional steps. If you choose not to install the certificate authority certificates you will still be able to get to the applications in the same way that you get there now. You will not lose connectivity to CJIS SSO. When we deploy these new certificates to the web application servers, you will not have to make any changes to Apple devices with the Safari browser. Safari will automatically recognize our new certificates so nothing needs to be installed. Directions to download the certificate authority certificates are below. If you have any questions and would like to discuss further please contact the Public Safety Data Center at 617-660-4620 or otis-dl-psdcooperations@massmail.state.ma.us

Thank you



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY

Department of Criminal Justice Information Services

200 Arlington Street, Suite 2200, Chelsea, Massachusetts 02150
TEL: 617-660-4600 • TTY: 617-660-4606 • FAX: 617-660-4613
MASS.GOV/CJIS

Charles D. Baker
Governor

Karen E. Polito
Lieutenant Governor

Thomas A. Turco, III
Secretary of Public Safety and Security

James F. Slater, III
Commissioner

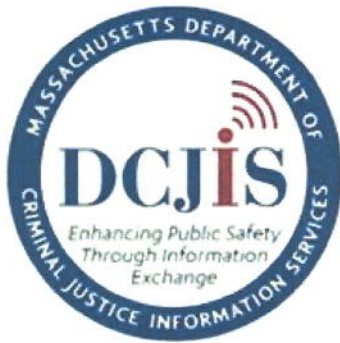
Steps to download and install the certificates from CJIS (Windows 7/8)

**Please note that you must be logged in as an administrator to install the certificates.*

Retrieve the file from the CJIS ftp server

1. open up a command prompt
2. type "c:" and hit Enter
3. type "cd \" and hit Enter
4. type "mkdir ssl" and hit Enter
5. type "cd ssl" and hit Enter
6. type "ftp cjisftp.chs.state.ma.us" and hit enter
7. Username is "temp", hit Enter
8. Password is "temp123", hit Enter
9. Type "get cert-install.exe" and hit Enter
10. Type "quit" and hit enter to exit FTP and return to the command prompt
11. The exe file should now be located in the SSL file folder on the C drive
12. type "cert-install.exe" and hit enter

a new window will pop up and should run the installation and then disappear a prompt by Windows User Access Control to allow the access may appear, please click "Yes" In order to test that this was successful you can go Internet Explorer and look at Tools - Internet Options - Content and click on the Certificates button Then click on the Intermediate Certification Authorities tab. You should see a cert issued to Symantec Private SSL SHA256 CA, with an expiration date of 6/12/2024 You can also click on the Trusted Root Certification Authorities and you should see a cert issued to Symantec Trust Services Private SHA256 Root CA with an expiration date of 6/12/2024 If these certs are there then you should be able to access the CJIS SSO via Internet Explorer without any errors when the new certificates are put in place by EOPSS/DCJIS.



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY

Department of Criminal Justice Information Services

200 Arlington Street, Suite 2200, Chelsea, Massachusetts 02150
TEL: 617-660-4600 • TTY: 617-660-4606 • FAX: 617-660-4613
MASS.GOV/CJIS

Charles D. Baker
Governor

Karen E. Polito
Lieutenant Governor

Thomas A. Turco, III
Secretary of Public Safety and Security

James F. Slater, III
Commissioner

Steps to download and install the certificates from CJIS (Windows 10)

CJIS SSL Cert Install on Windows 10

Retrieve the file from the CJIS ftp server

1. open up a command prompt
2. type "c:" and hit Enter
3. type "cd \" and hit Enter
4. type "mkdir ssl" and hit Enter
5. type "cd ssl" and hit Enter
6. type "ftp [cjisftp.chs.state.ma.us](ftp://cjisftp.chs.state.ma.us)" and hit enter
7. Username is "temp", hit Enter
8. Password is "temp123", hit Enter
9. Type "get **ci-81.exe**" and hit Enter
10. Type "quit" and hit enter to exit FTP and return to the command prompt
11. The exe file should now be located in the SSL file folder on the C drive
12. type " get **ci-81.exe** " and hit enter