

# Frequently Asked Questions about PJM Tools Security Certificate Replacement

Version: Aug. 29, 2018

**Q Now that PJM has replaced the security certificates in the Training environment, what's next?**

**A** PJM will replace the security certificates for FTR Center, eCredit and Single Sign-On Thursday, Aug. 30, at 5 p.m. EPT (1700 hours). PJM permanently replaced the majority of PJM Tools Tuesday, Aug. 21.

**Q What PJM Tools are affected?**

**A** All PJM Tools in Production are affected, with the exception of Data Miner 2.

**Q Are there instructions available to walk me through how to download the certificates and install them on Java or .NET?**

**A** Yes. PJM taped the July 26 WebEx demonstration and has the [step-by-step video instructions](#) available on the [Tools Outage Information](#) page for viewing.

Also, there are [step-by-step written instructions](#) (PDF) available at the top of the [Tool Outage Information](#) page on [pjm.com](#) under the Tech Change Forum.

Both the video and written guidance provides step-by-step instructions on how to download the intermediate and root certificates and how to install the certificates on Java and .NET.

**Q If I was able to access PJM Tools in Train, will I be able to access PJM Tools in I Production?**

**A** Yes. If you added the root and intermediate certificates to your trust store, and are able to access PJM Tools Train, you should be ready for the Production release.

**Note:** The only exception is if you run PJM Tools for Train and Production on separate systems, you will need to update the certificates on both systems. Once you've done this, if PJM Tools works in Train, it will work in Production.

**Q Do I need to replace any of my current certificates associated with PJM Tools?**

**A** No. However, you must download and add the root and intermediate authority certificates to your [trust store](#) (if you access PJM Tools Train and Production through a browserless user interface on two different systems, make sure both are updated).

- [Root Certificate](#)
- [Intermediate Authority Certificate](#)

**Q There are six certificates – which two should be downloaded?**

**A** Download the intermediate certificate authority and root certificates outlined in red.

RSA SHA-2		Legacy	
SHA-2 Intermediate CAs (under SHA-1 Root)			
Certificate Type	Intermediate CA	Root	
- True Business ID with Extended Validation (EV)	<a href="#">View</a> <a href="#">Download</a>	<a href="#">View</a> <a href="#">Download</a>	
- True Business ID - True Business ID Wildcard - QuickSSL Premium - QuickSSL Premium Wildcard	<a href="#">View</a> <a href="#">Download</a>	<a href="#">View</a> <a href="#">Download</a>	
SHA-2 Intermediate CAs (under SHA-2 Root)			
Certificate Type	Intermediate CA	Root	
- True Business ID with Extended Validation (EV)			
- True Business ID - True Business ID Wildcard - QuickSSL Premium - QuickSSL Premium Wildcard	<a href="#">View</a> <a href="#">Download</a>	<a href="#">View</a> <a href="#">Download</a>	

**Q What does the security certificates replacement mean for PJM Interconnection and its stakeholders?**

**A** Since PJM used Symantec for its certificates and is now being required by DigiCert to replace those certificates, stakeholders who use PJM Tools will be affected.

In October, [Google](#) and [Mozilla](#) will no longer trust security certificates from Symantec. To resolve this issue, stakeholders that use third-party systems to communicate with PJM will need to update the trust stores of their systems to trust DigiCert as a certificate authority. If you use browserless user interfaces to access PJM Tools, you will need to add two certificates to your trust store – the root and intermediate authority certificates.

**Q Will this affect all user interfaces or only those with browserless connections?**

**A** The new certificates are compatible with all modern browsers. Browserless systems will need to have their certificates updated if they do not already trust DigiCert certificates.

**Q Where can the root and intermediate certificates for DigiCert be found to update my company's trust store?**

**A** All the stakeholders who access PJM's Tools via an API (browserless/servicecall) must download and update the certificate trust store with the root and intermediate authority certificates.

- [Root Certificate](#)
- [Intermediate Authority Certificate](#)

**Q When will PJM implement the new security certificates in Train?**

**A** PJM replaced the certificates in Train as of Tuesday, July 31.

**Q Why does PJM have to update its PJM Tools security certificates?**

**A** PJM's Tools security certificates were with Symantec. DigiCert acquired Symantec. As a result of the acquisition, DigiCert is requiring PJM to update the security certificates for PJM Tools.

**Q What kind of programs do you consider browserless user interfaces (UIs) and which have a need for certificate verification?**

**A** Tools that access PJM systems with their own client or without the use of an internet browser are considered browserless UIs. If these UIs were not already set to trust certificates from DigiCert, they will need to be updated to trust DigiCert.

**Q How can stakeholders stay informed?**

**A** Information on the [pjm.com](http://www.pjm.com) [Tools Outage Information](#) page will be regularly updated.

PJM's Member Services will send email updates closer to the certificate replacement dates.

The security certificates replacement was discussed at the upcoming Tech Change Forum Tuesday, Aug. 21.

**Q If we trust the new certificates in our trust store, can we still use PJM Tools in Production even though PJM hasn't permanently switched to the new certificates?**

**A** Yes, even though PJM has not permanently updated the security certificates in Production, you will be able to use PJM Tools on your system.

**Q If I trusted the new certificates in our trust store for PJM Tools Train, do I have to do it again for PJM Tools in Production?**

**A** No, updating your company's trust store now will ensure you're able to use PJM Tools for both Train and Production.

Trusting the root and intermediate authority certificates not only solves the problem that will be created in October when Google and Mozilla stop trusting the certificates for Train, but also resolves the same issue for PJM Tools Production.

**Note:** The only exception is if you run PJM Tools for Train and Production on separate systems, you will need to update the certificates on both systems. Once you've done this, if PJM Tools works in Train, it will work in Production.

**Q How do I navigate to the PJM Tools Outage Information page to check for updates?**

**A** Go to [pjm.com](http://pjm.com), and from the top toolbar click on "Committees & Groups." From the left navigation, select "Tech Change Forum," then "Tool Outage Information." The two links needed to update the certificates can be found under "How to Make This Change."

**Q Is Data Miner 2 affected by this?**

**A** No. Data Miner 2 is a cloud-based solution.

**Q What error message will I see if the certificate is not working?**

**A** The messages will vary, you may see either a security or certificate type error message. The error message varies depending on what third-party tool you use.

**Q What version of Java should I be using?**

**A** You should be running Java 7 or later.

**Q** Who can I call with questions?

**A** If you have questions, please contact PJM's [Customer Service](#) or 610-666-8980.