Frequently Asked Questions about PKI Certificates and Two-Step Verification Browserless/API

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Why we are doing this?

A  On February 4, 2020 FERC issued an order for Public Utilities to comply with NAESB 3.2 standards which says to protect all OASIS transfers with Certificate based authentication.

Q  What is PKI?

A  Public Key Infrastructure (PKI) is a technology for authenticating users and devices in the digital world. The basic idea is to have one or more trusted parties digitally sign documents certifying that a particular cryptographic key belongs to a particular user or device and are safe to use. These documents are known as certificates.

Q  What applications are impacted with FERC order?

A  Exschedule and OASIS (Both UI and Browserless)

Q  Will PJM use this solution anywhere else?

A  Yes, PJM is planning leverage same solution for browserless transfers that are part of single sign on(SSO), below are the impacted tools

  o  Markets Gateway
  o  InSchedule
  o  Power Meter
  o  Billing Line Item Transfer
  o  ExSchedule
  o  FTR Center
  o  Capacity Exchange
  o  DR Hub
Q: How can I upload a certificate?
A: Only CAM can upload the certificates. It can be uploaded from Account Manager, under User Profile.

Q: Where can I get the PKI certificates?
A: Certificates must be purchased from NAESB approved certificate authorities, which are:
   - OATI ([www.oati.com](http://www.oati.com))
   - Systrends ([www.systrends.com](http://www.systrends.com))
   - GlobalSign ([www.globalsign.com](http://www.globalsign.com))
   - SSL ([www.ssl.com](http://www.ssl.com))

Q: Is the cost of the certificates covered by a PJM membership?
A: No, membership does not cover the cost of the certificate. Certificates must be purchased separately.

Q: Can I share the certificate with other users?
A: No, the certificate is unique to a user.

Q: Will you still need a username and password for browserless access?
A: Yes, you will still need a username and password along with the certificate.

Q: Will certificates used at other ISOs work here?
A: Yes, certificates will work as long as they are from NAESB approved certificate authorities.
Q When will certificates be required?
A For ExSchedule and OASIS, they will be mandatory by the fourth quarter of 2020. For all other tools that use browserless transfers, they will be required in 2021.

Q Are there any changes to the soft token for two-step verification?
A ExSchedule and OASIS will no longer require the soft tokens for two-step verification on the user interfaces. There will be no changes in the use of the soft token when accessing the user interface of all other applications.