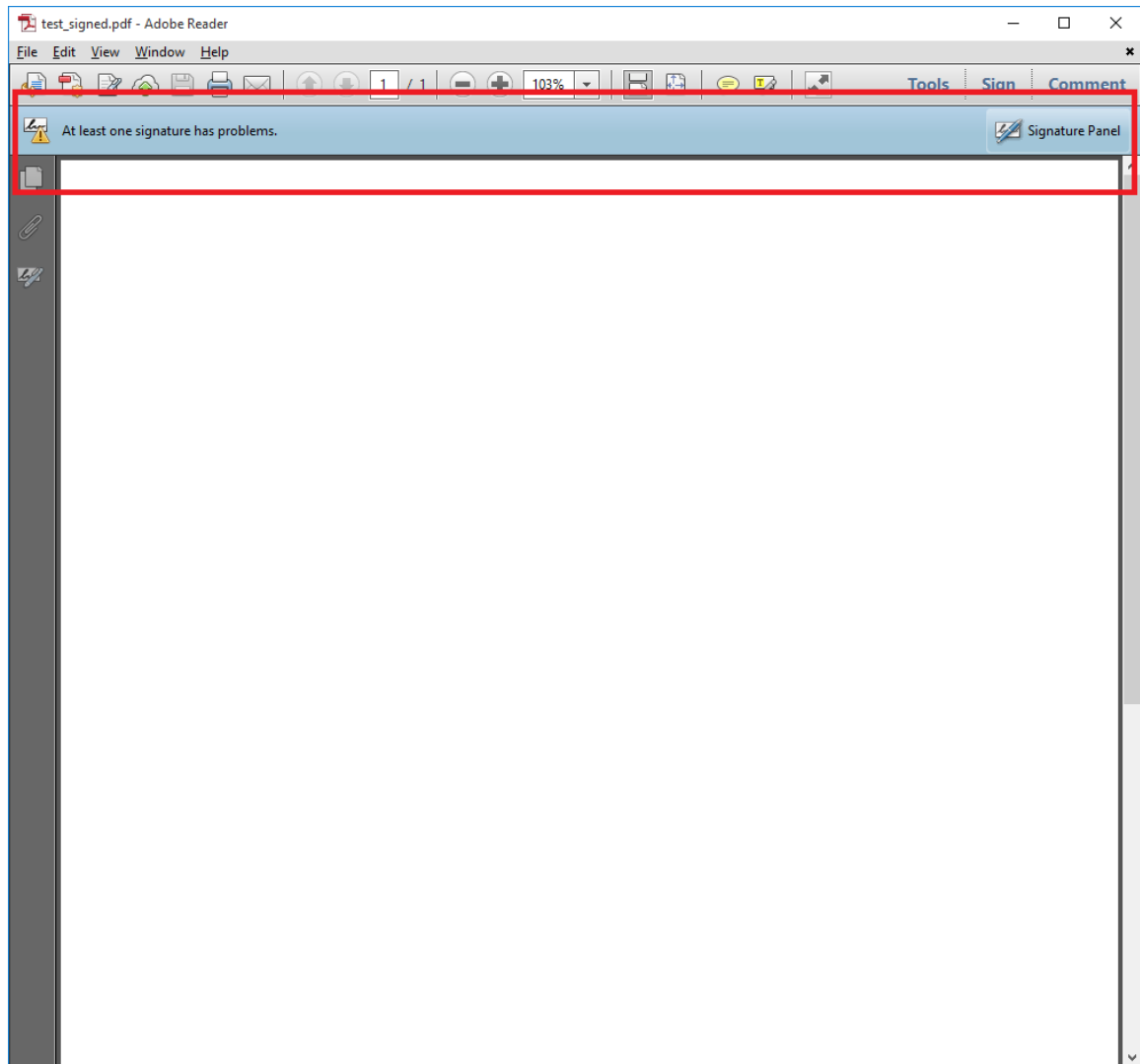
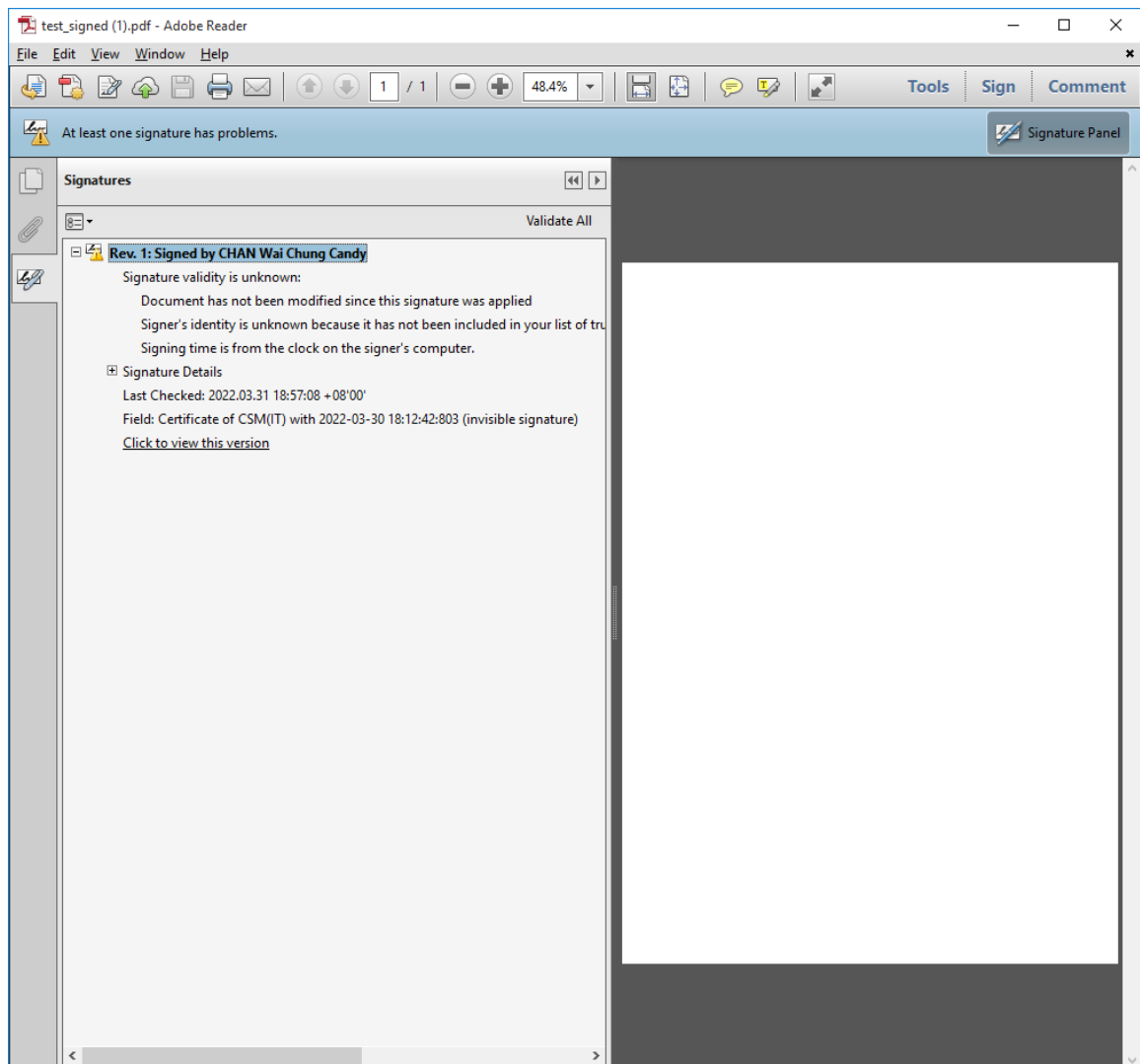


Issue / Symptom:

When a document downloaded from Judiciary is opened by Acrobat Reader, you may find that there is a bar on top of the document, showing “At least one signature has problems.”



You can press “Signature Panel” on the right of the bar of warning message for more details.

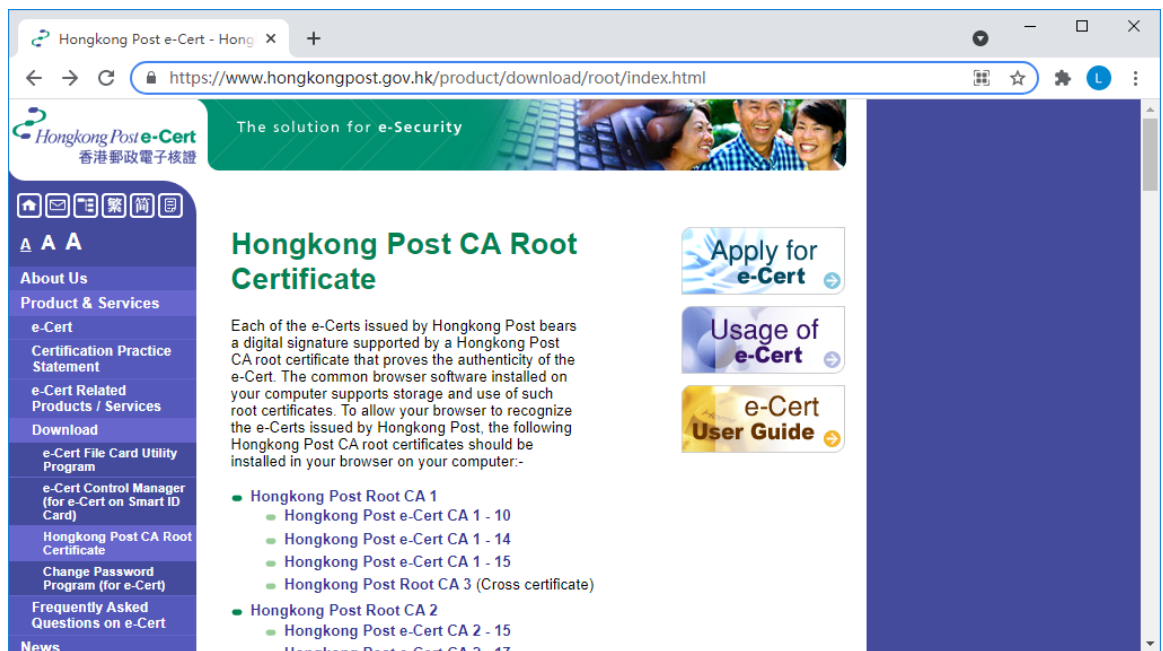


The warning message is displayed because the issuer of the certificate is not trusted by Acrobat Reader by default.

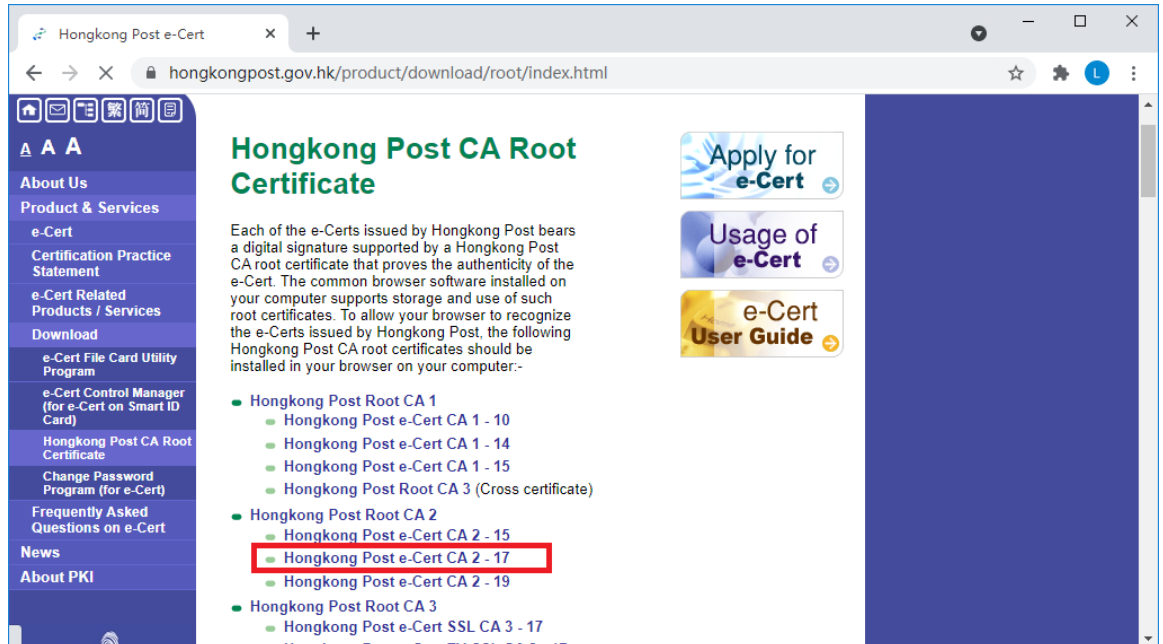
Solution:

1. Open your web browser, go to website

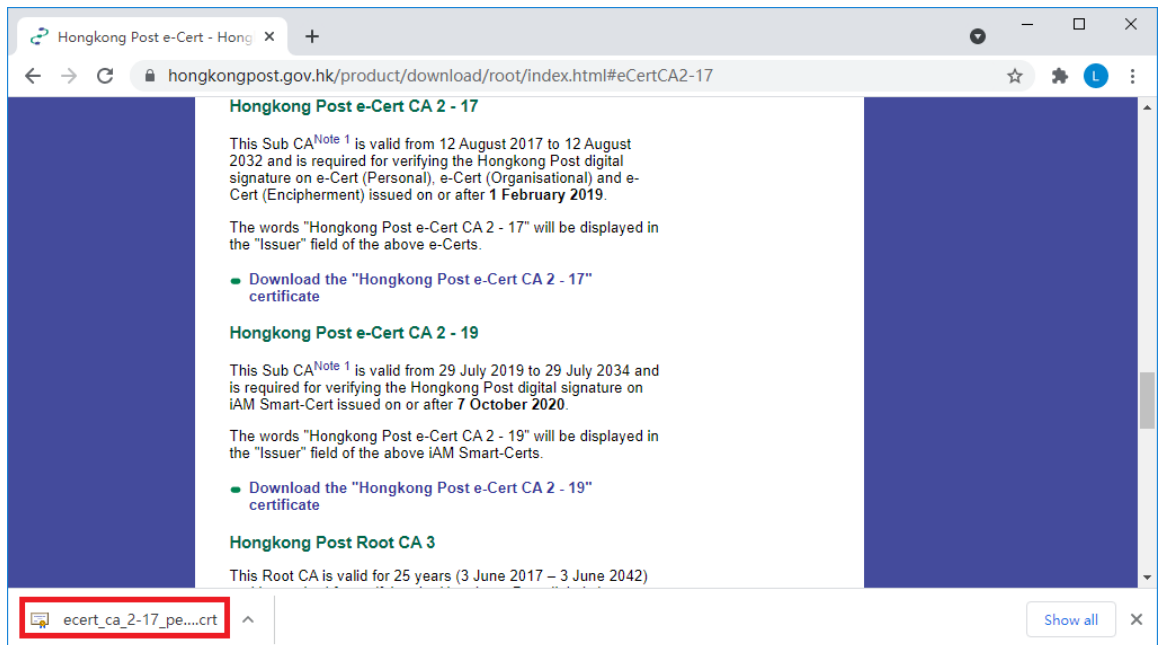
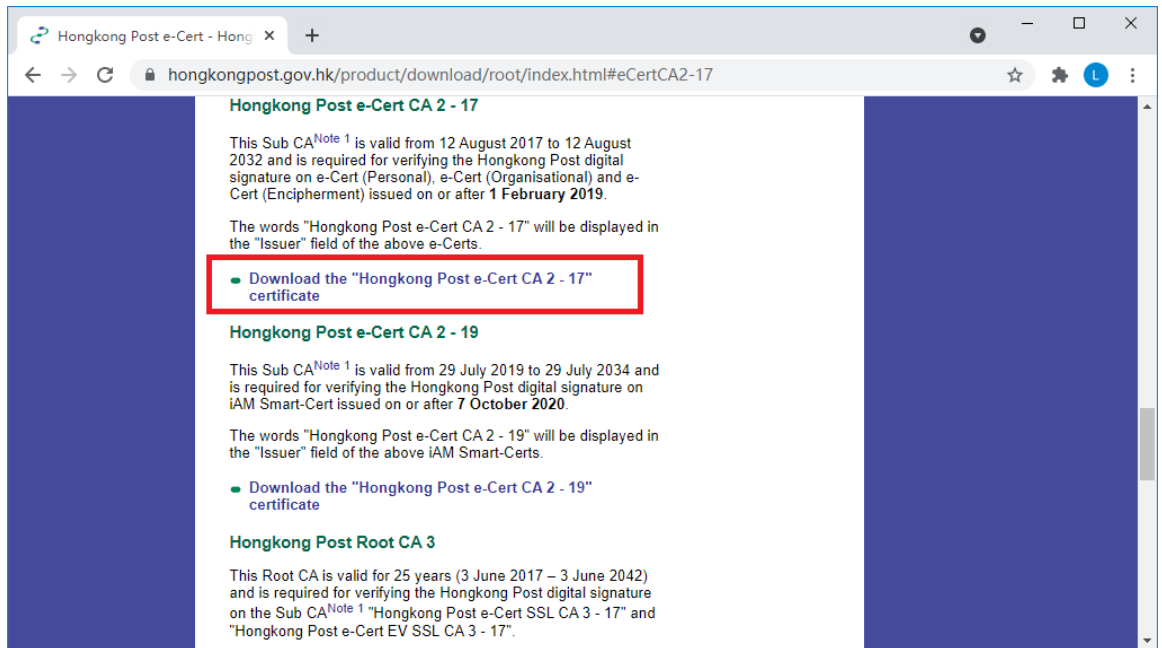
<https://www.hongkongpost.gov.hk/product/download/root/index.html>



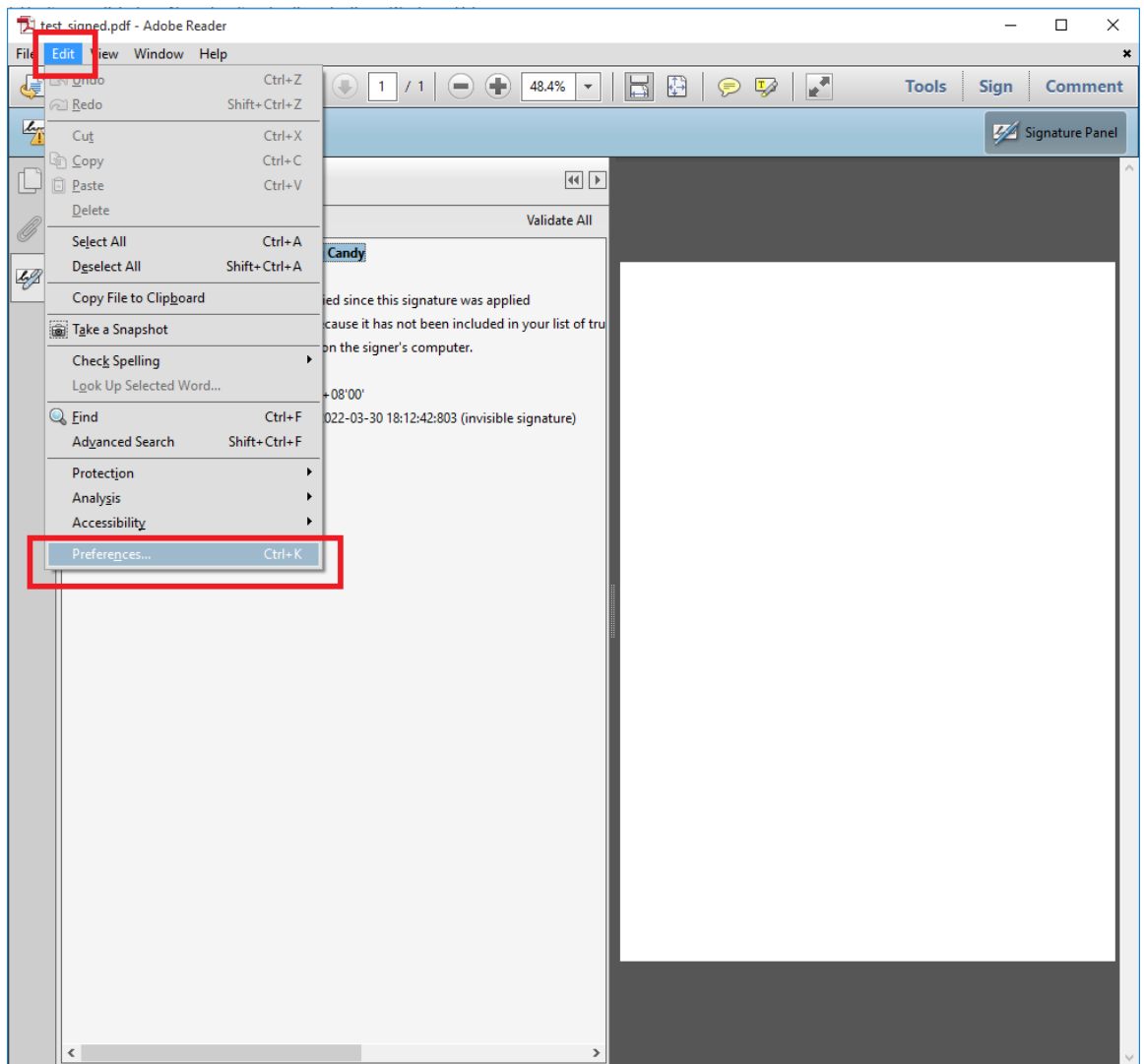
2. Click the link "Hongkong Post e-Cert CA 2 - 17"



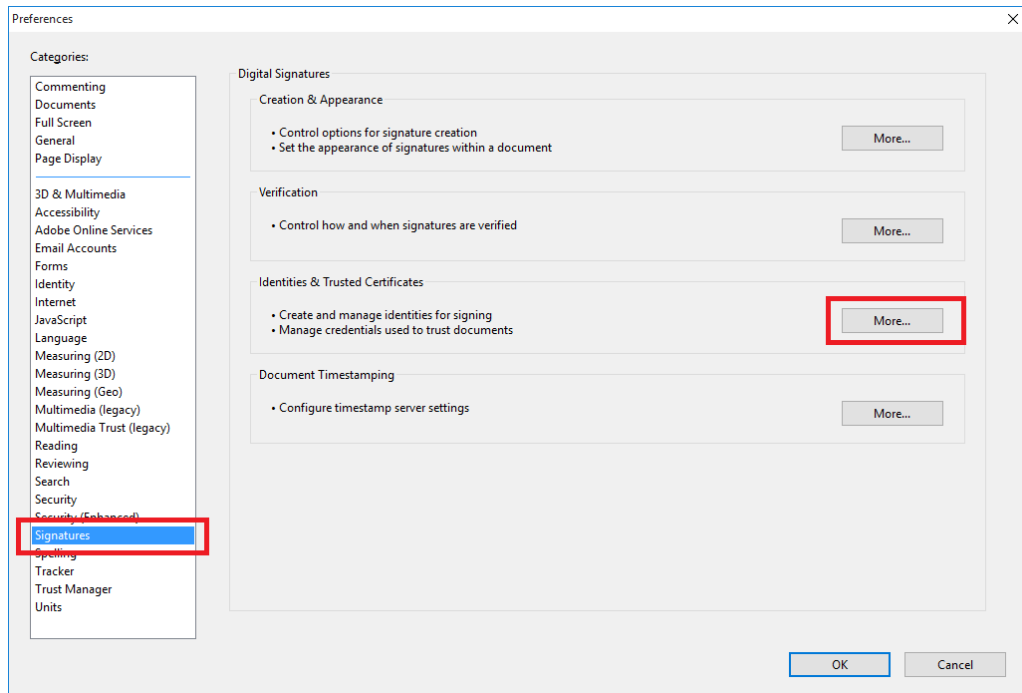
3. Click the link "Download the "Hongkong Post e-Cert CA 2 - 17" certificate to download the file "ecert_ca_2-17_pem.crt".



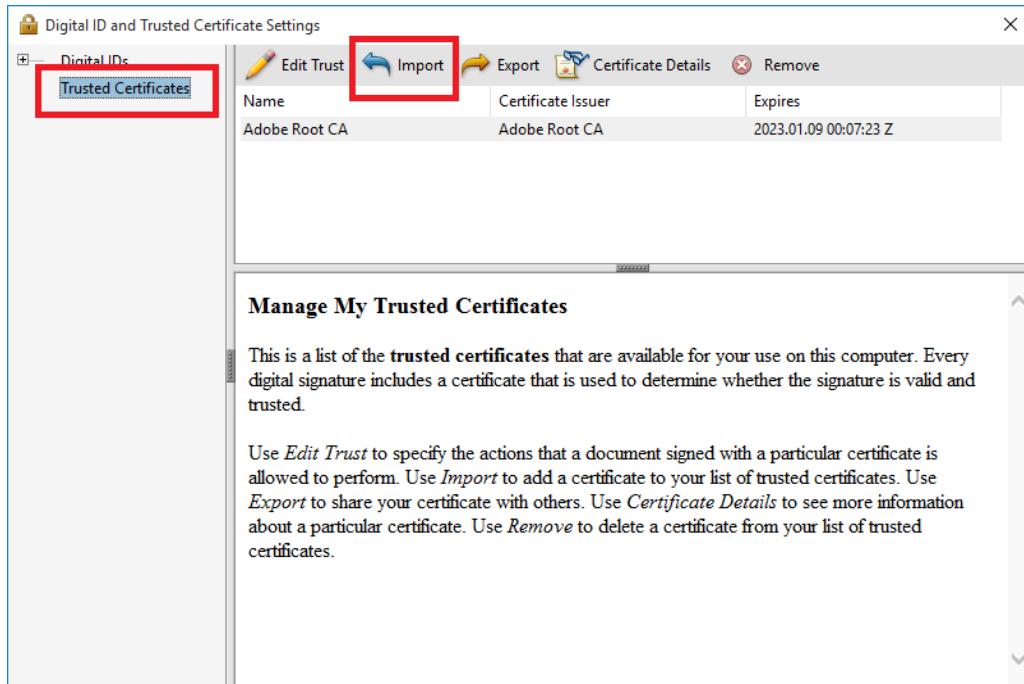
4. Open Acrobat Reader. Select menu “Edit -> Preferences...”



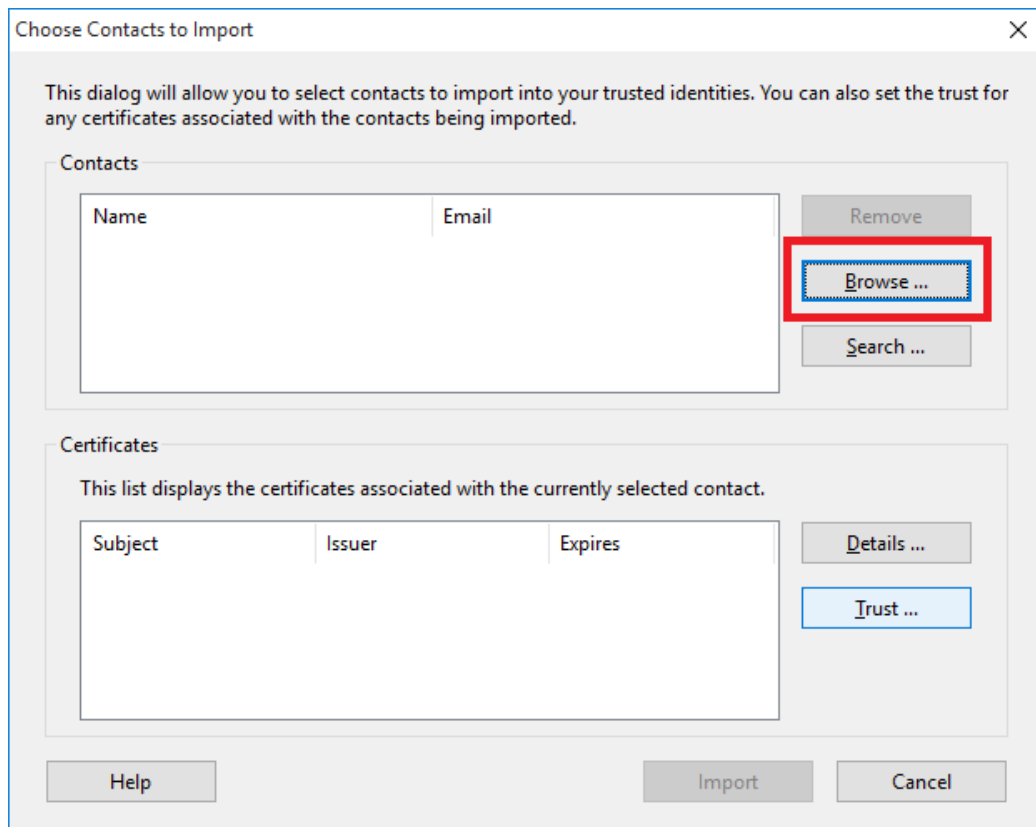
5. Select Category “Signatures” and press “More...” button inside group box “Identities & Trusted Certificates”



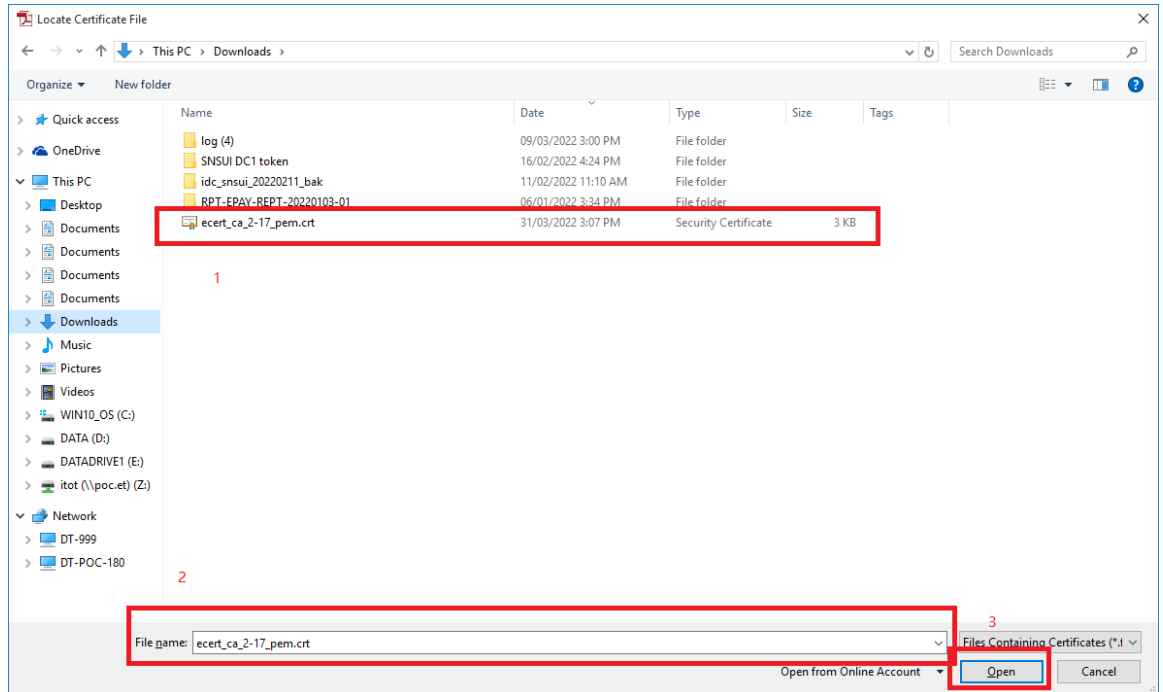
6. A dialog box “Digital ID and Trusted Certificate Settings” is prompted. Select “Trusted Certificates” on the left hand side and then press “Import” button on the top right panel.



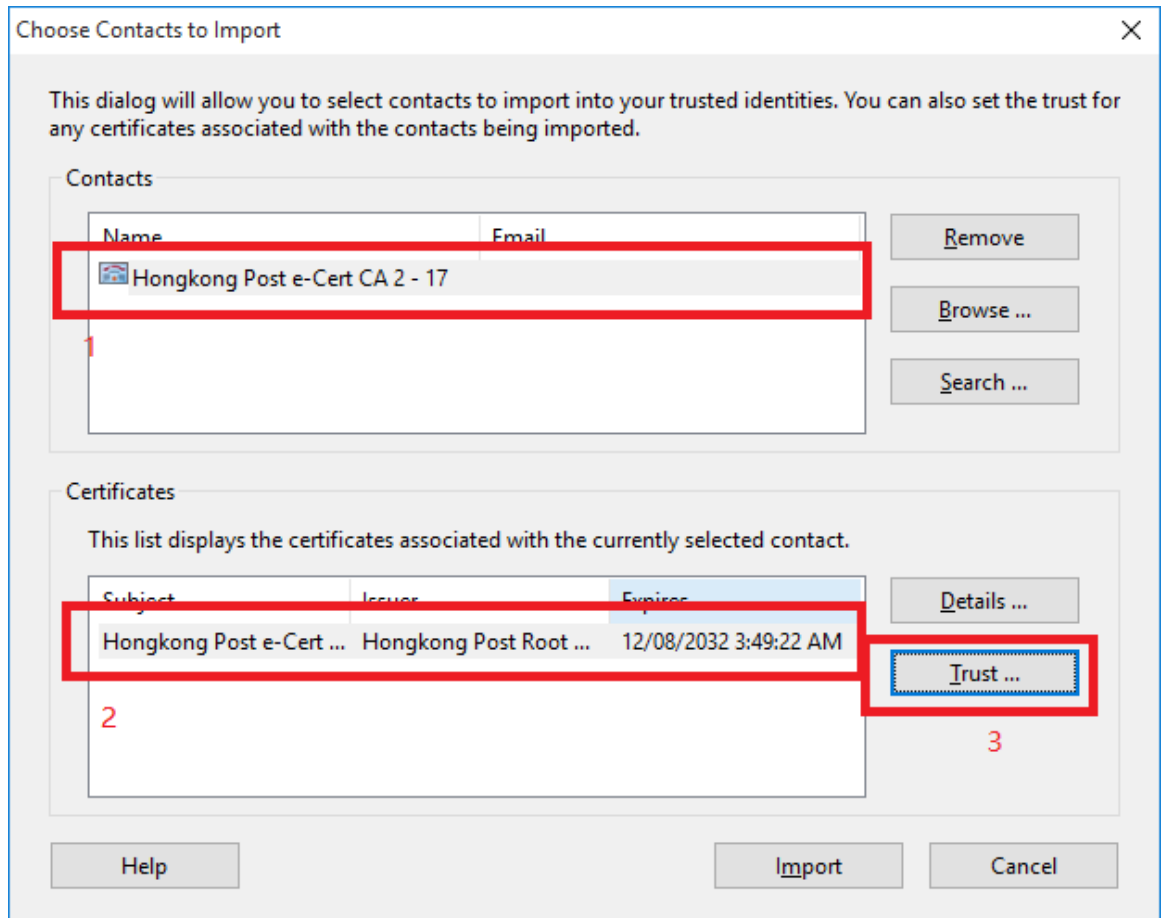
7. Another dialog box “Choose Contacts to Import” will be displayed. Please press “Browse ...” button in group box “Contacts”



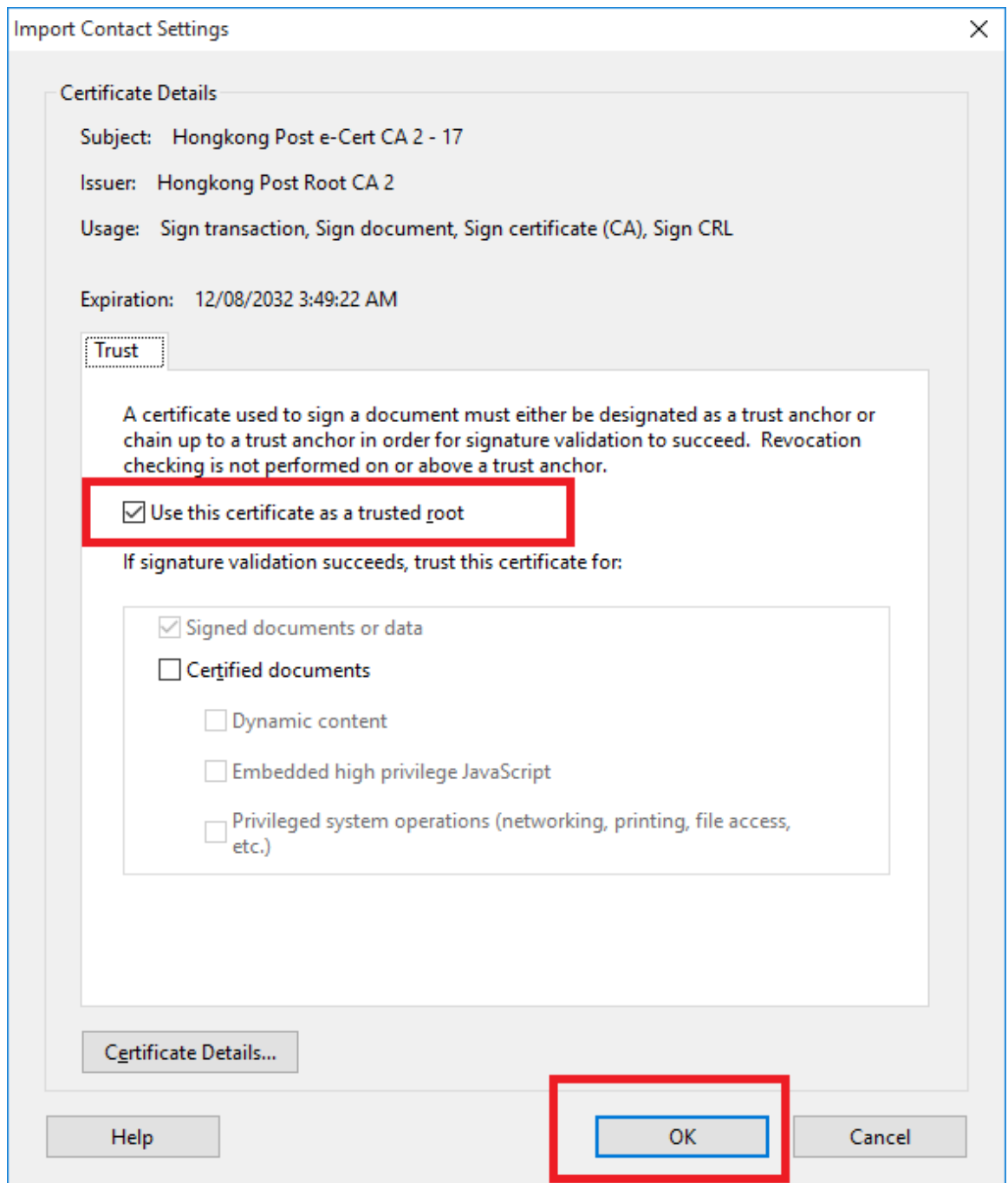
8. A dialog box named “Locate Certificate File” will be opened. Go to the folder containing the downloaded certificate file and select the downloaded file in step 3 above. If you cannot find the file in the file list of the dialog box, you can simply type “ecert_ca_2-17_pem.crt” in the “File Name” field. Press “Open” to import the certificate file.



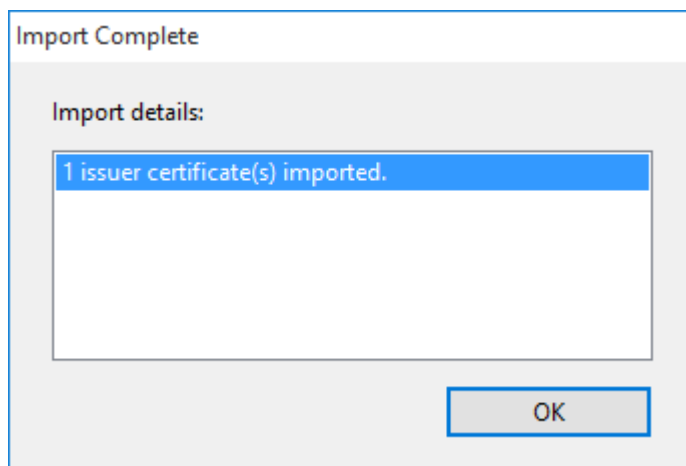
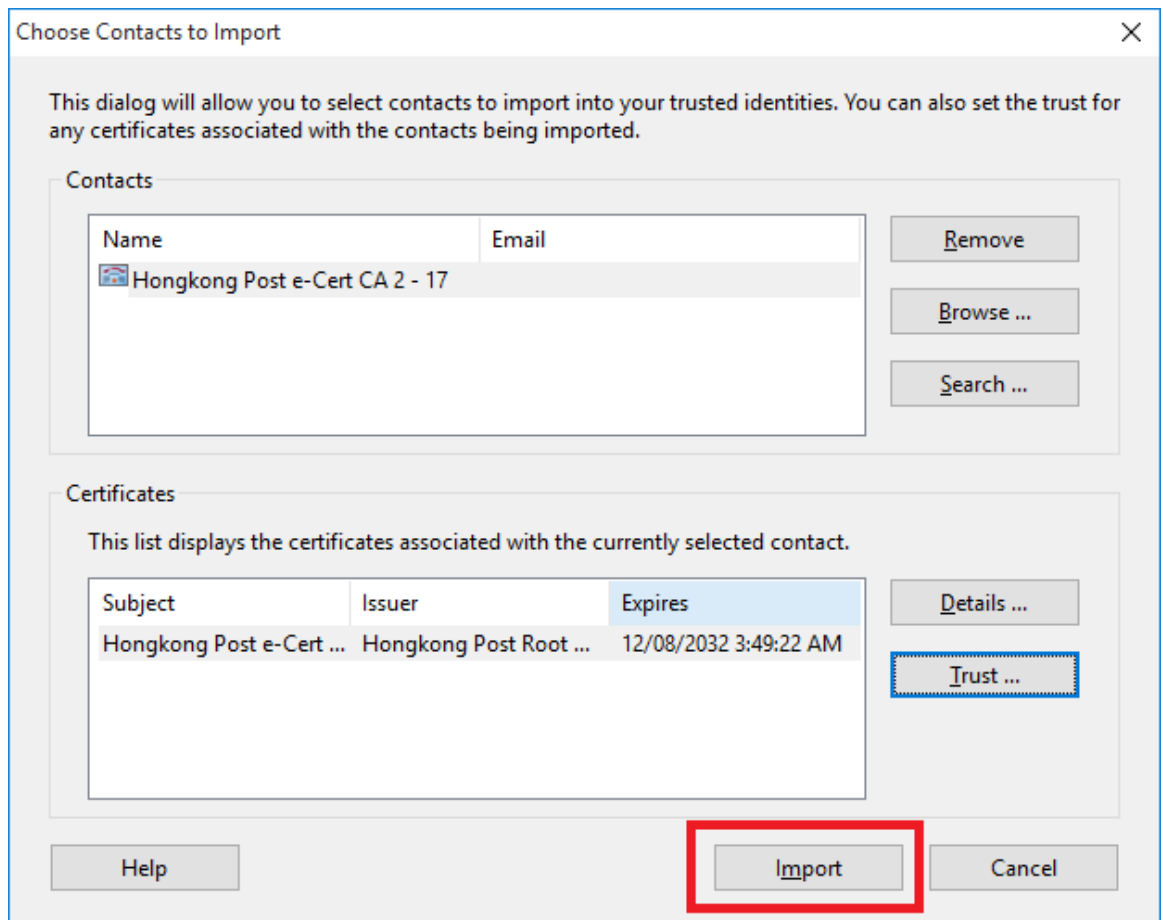
9. The certificate file “ecert_ca_2-17_pem.crt” is now imported to Acrobat Reader, named “Hongkong Post e-Cert CA 2-17”. Select the item in group box “Contacts”. A certificate item will appear in group box ”Certificates”. Then select the certificate item and Press “Trust ...” to continue.



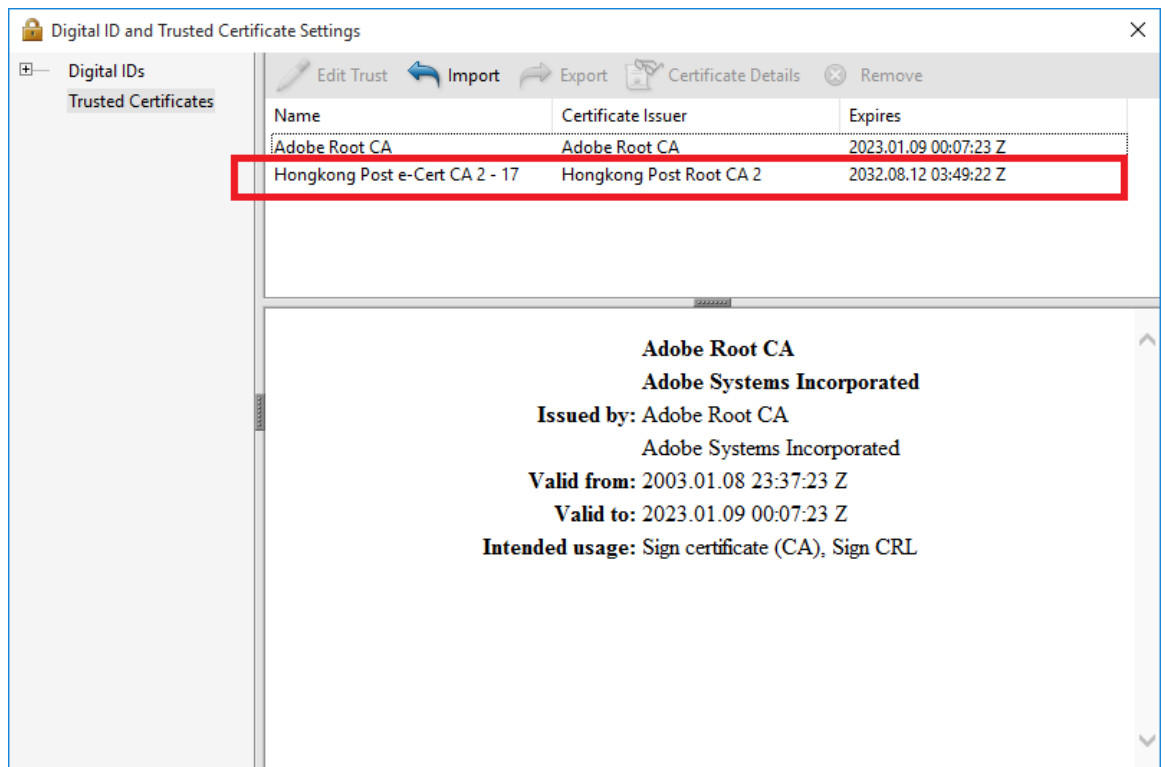
10. A dialog box named “Import Contact Settings” is opened. Check checkbox “Use this certificate as a trusted root” in tab page “Trust” and then press the “OK” button.



11. The “Choose Contacts to Import” dialog box will be shown. Press “Import” to complete the process.



12. To verify if the previous steps have been completed correctly, you can check that a certificate named “Hongkong Post e-Cert CA 2- 17” is now embedded in the Trusted Certificates list.



13. Close Acrobat Reader. Reopen the Acrobat Reader with a Judiciary PDF document. There should be no warning message when viewing documents downloaded from Judiciary.

