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"

eferences		:
Categories:		
	Digital Signatures	
Commenting	Creation & Appearance	
Documents Full Server		
General	Control options for signature creation	More
Page Display	 Set the appearance of signatures within a document 	more
rage Display		
3D & Multimedia	Verification	
Accessibility		
Adobe Online Services	 Control how and when signatures are verified 	More
Email Accounts		
Forms		
Identity	Identities & Trusted Certificates	
Internet		
JavaScript	 Create and manage identities for signing 	More
Language	Manage credentials used to trust documents	
Measuring (2D)		
Measuring (3D)	Document Timestamping	
Measuring (Geo)		
Multimedia (legacy)	Configure timestamp server settings	More
Multimedia Trust (legacy)		
Reading		
Reviewing		
Search		
Security		
Socurity (Enhanced)		
Signatures		
Spelling		
Tracker		
Trust Manager		
Units		
		01
		OK Cancel

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.

🔒 Digital ID and Trusted Certi	ficate Settings			Х
Digital ID and Trusted Certi Trusted Certificates	Ficate Settings Edit Trust Import	Export Certificate Details (Certificate Issuer Adobe Root CA	Remove Expires 2023.01.09 00:07:23 Z	×
	Manage My Trusted Cer This is a list of the trusted cer digital signature includes a certi- trusted. Use <i>Edit Trust</i> to specify the a allowed to perform. Use <i>Impo</i> <i>Export</i> to share your certificate about a particular certificate. U certificates.	rtificates tificates that are available for you ficate that is used to determine w actions that a document signed wi rt to add a certificate to your list e with others. Use <i>Certificate Do</i> se <i>Remove</i> to delete a certificate	ar use on this computer. Every hether the signature is valid and th a particular certificate is of trusted certificates. Use <i>etails</i> to see more information from your list of trusted	< >

 Another dialog box "Choose Contacts to Import" will be displayed. Please press "<u>B</u>rowse ..." button in group box "Contacts"

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any certificates associat	ed with the contacts t	o import into your trusted ic being imported.	ientities. You can also	o set the trust for
Name Certificates This list displays the	: certificates associate	Email	d contact.	emove owse
Subject	lssuer	Expires		rust
Help			Import	Cancel

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.

🔁 Locate Certificate Fi	le							×
← → • ↑ 🕇	> This PC > Downloads >				5 V	Search Downloads		P
Organize 🔻 New folder						800	•	?
> 📌 Quick access	Name	Date	Туре	Size	Tags			
> 🗥 OneDrive	log (4) SNSUI DC1 token	09/03/2022 3:00 PM 16/02/2022 4:24 PM	File folder File folder					
🗸 💻 This PC	idc_snsui_20220211_bak	11/02/2022 11:10 AM	File folder					
> 📃 Desktop	RPT-EPAY-REPT-20220103-01	06/01/2022 3:34 PM	File folder		_			
> 🔮 Documents	🙀 ecert_ca_2-17_pem.crt	31/03/2022 3:07 PM	Security Certificate	3 KB				
> 🔮 Documents								
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				Open from Onl	ne Account 👻	<u>O</u> pen	Cancel	

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.

is dialog will allow you to s y certificates associated wit	h the contacts being impor	b your trusted identities. Yo ted.	u can also set the trust
Name	Fmail		<u>R</u> emove
📾 Hongkong Post e-Ce	rt CA 2 - 17		<u>B</u> rowse
1			<u>S</u> earch
ertificates			
Certificates This list displays the certif	icates associated with the c	urrently selected contact.	Details
Certificates This list displays the certif Subject Hongkong Post e-Cert	icates associated with the c Issues Hongkong Post Root	urrently selected contact. Expires 12/08/2032 3:49:22 AM	Details
Certificates This list displays the certif Subject Hongkong Post e-Cert 2	icates associated with the c Issuer . Hongkong Post Root	urrently selected contact. Expires 12/08/2032 3:49:22 AM	Details Trust

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.

Certificate Details Subject: Hongkong Post e-Cert CA 2 - 17. Issue: Hongkong Post Root CA 2 Usage: Sign transaction, Sign document, Sign certificate (CA), Sign CRL Expiration: 12/08/2032 3:49:22 AM Trust A certificate used to sign a document must either be designated as a trust anchor or chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor. Use this certificate as a trusted goot If signature validation succeeds, trust this certificate for: Dynamic content Dynamic content Dynamic content Privileged system operations (networking, printing, file access, etc.)	Import Contact Settings	×
Subject: Hongkong Post e-Cert CA 2 - 17. Issue: Hongkong Post Root CA 2. Usage: Sign transaction, Sign document, Sign certificate (CA), Sign CRL. Expiration: 12/08/2032 3:49:22 AM Trust A certificate used to sign a document must either be designated as a trust anchor or chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor. Use this certificate as a trusted poot If signature validation succeeds, trust this certificate for: Signed documents or data Certified documents Privileged system operations (networking, printing, file access, etc.) Certificate Details Help OK	Certificate Details	
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Index A certificate used to sign a document must either be designated as a trust anchor or chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor.	Expiration: 12/08/2032 3:49:22 AM	
chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor. Use this certificate as a trusted goot If signature validation succeeds, trust this certificate for: Signed documents or data Certified documents Dynamic content Embedded high privilege JavaScript Privileged system operations (networking, printing, file access, etc.) Certificate Details	A certificate used to sign a document must either be designated as a trust anchor or	
Use this certificate as a trusted root If signature validation succeeds, trust this certificate for: Signed documents or data Certified documents Dynamic content Embedded high privilege JavaScript Privileged system operations (networking, printing, file access, etc.) Certificate Details Help OK	chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor.	
If signature validation succeeds, trust this certificate for: Signed documents or data Certified documents Dynamic content Embedded high privilege JavaScript Privileged system operations (networking, printing, file access, etc.) Certificate Details Help OK	Use this certificate as a trusted <u>r</u> oot	
Signed documents or data Certified documents Dynamic content Embedded high privilege JavaScript Privileged system operations (networking, printing, file access, etc.) Certificate Details Help OK Cancel	If signature validation succeeds, trust this certificate for:	
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Certificate Details Help OK Cancel		
Certificate Details Help OK		
Certificate Details Help OK		
Help OK Cancel	C <u>e</u> rtificate Details	
	Help OK Cancel	

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

Choose Contacts to Import			×
This dialog will allow you to se any certificates associated with	lect contacts to import into the contacts being impor	o your trusted identitie ted.	s. You can also set the trust for
Contacts			
Name	Email		<u>R</u> emove
Hongkong Post e-Cer	: CA 2 - 17		Browse
			<u>S</u> earch
Certificates			
This list displays the certific	cates associated with the c	urrently selected conta	ct.
Subject	lssuer	Expires	<u>D</u> etails
Hongkong Post e-Cert	Hongkong Post Root	12/08/2032 3:49:22 A	M <u>I</u> rust
Help		Impo	rt Cancel
Import Complete			
Import details:			
1 issuer certificate(s) impor	ted.		
	OK		

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.

🔒 Digital ID and Trusted Co	ertificate Settings			×
∃ Digital IDs Trusted Certificates	🖉 Edit Trust i 🥱 Import 🌾	Report 🛛 🖉 Certificate Deta	ails 🛞 Remove	
	Name	Certificate Issuer	Expires	
	Adobe Root CA	Adobe Root CA	2023.01.09 00:07:23 Z	
	Hongkong Post e-Cert CA 2 - 17	Hongkong Post Root CA 2	2032.08.12 03:49:22 Z	
		Adobe Root C	A	^
		Adobe System	s Incorporated	
		Issued by: Adobe Root CA	ł	
		Adobe Systems	Incorporated	
		Valid from: 2003.01.08 23:	37:23 Z	
		Valid to: 2023.01.09 00:	07:23 Z	
	Inter	ided usage: Sign certificate ((CA), Sign CRL	
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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.

