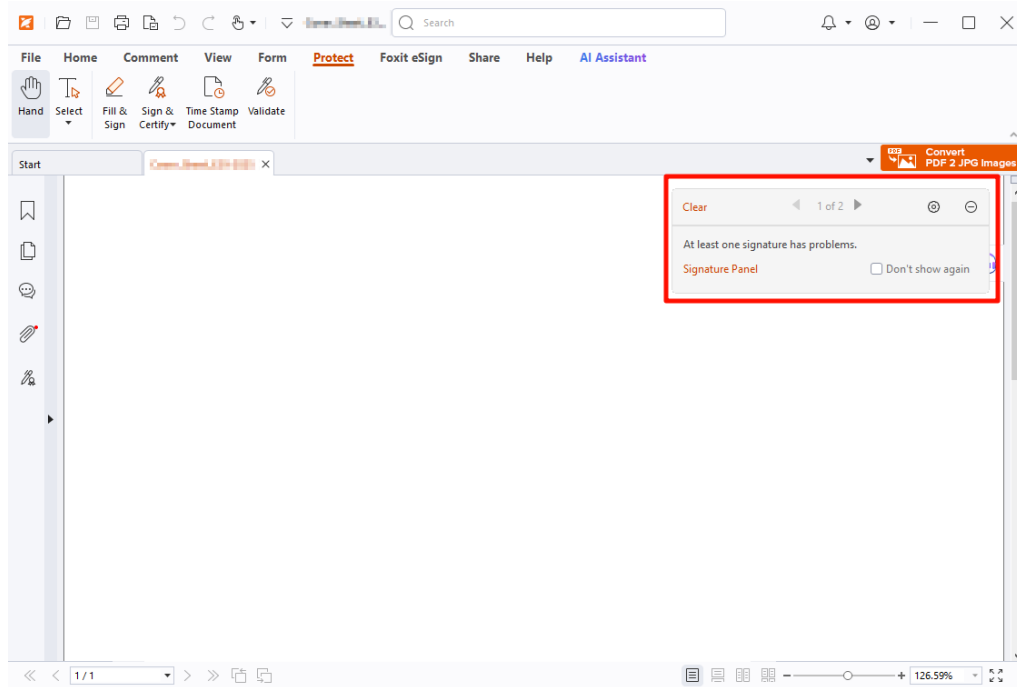
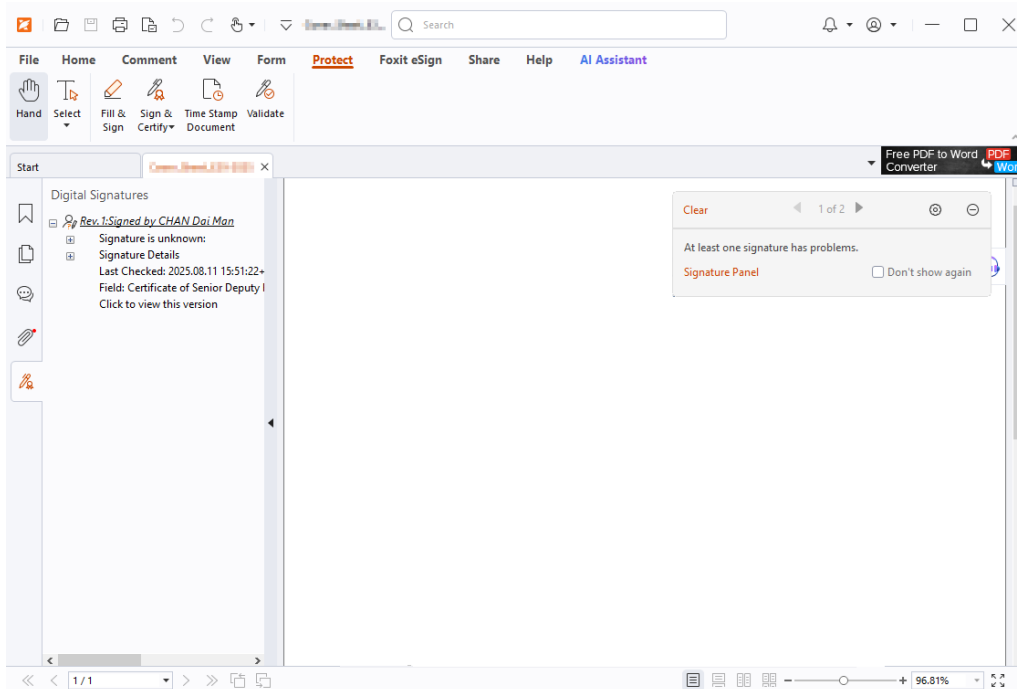


Issue / Symptom:

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



You can press “Signature Panel” message for more details.

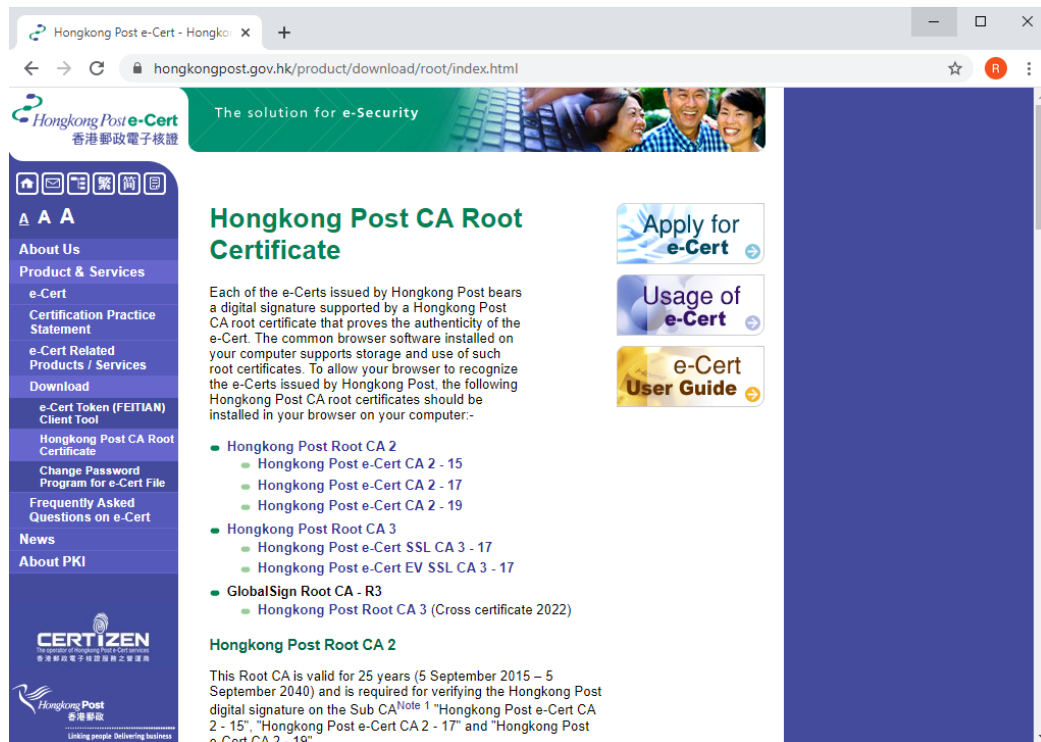


The warning message is displayed because the issuer of the certificate is not trusted by Foxit PDF Reader by default.

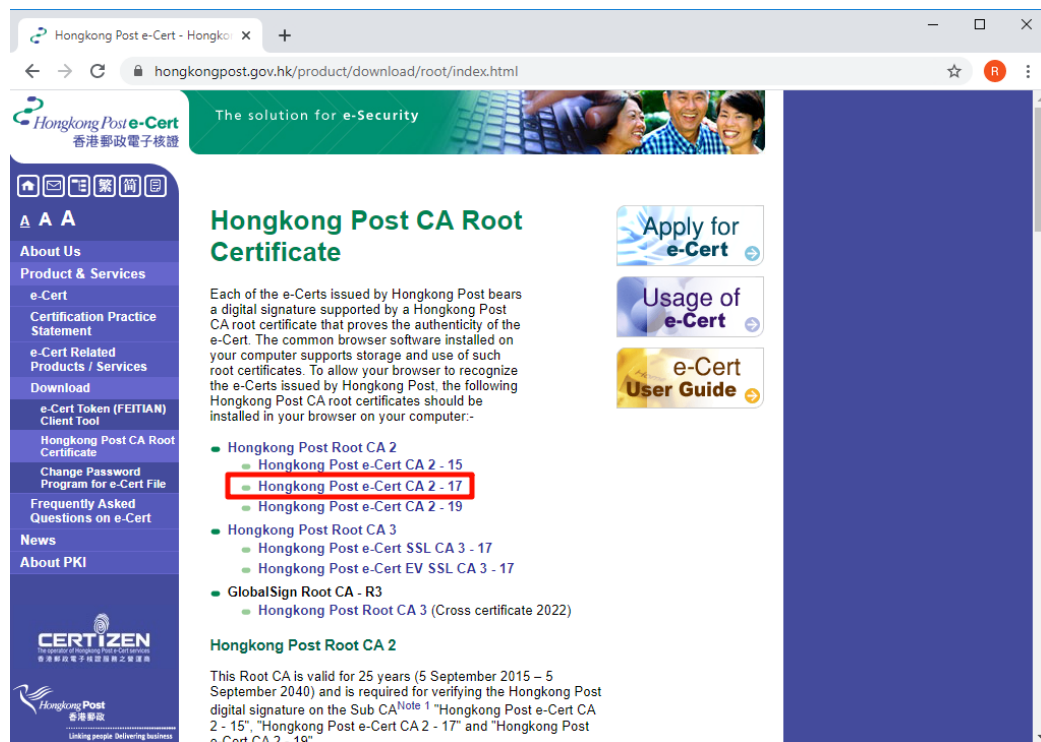
Solution:

1. Open your web browser, go to website

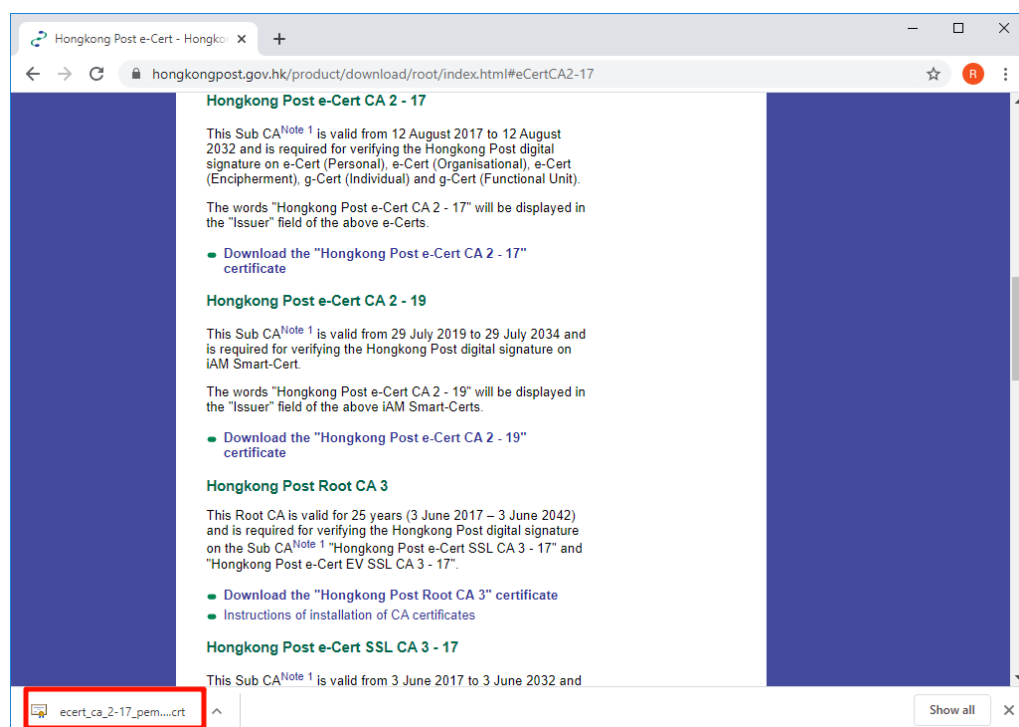
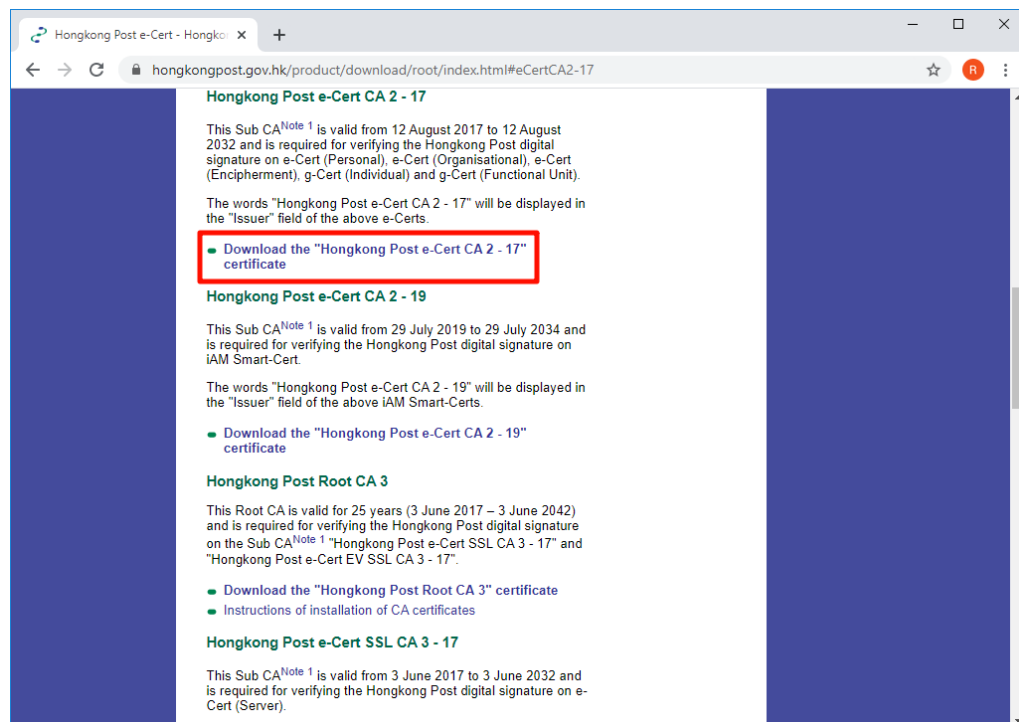
<https://www.hongkongpost.gov.hk/product/download/root/index.html>



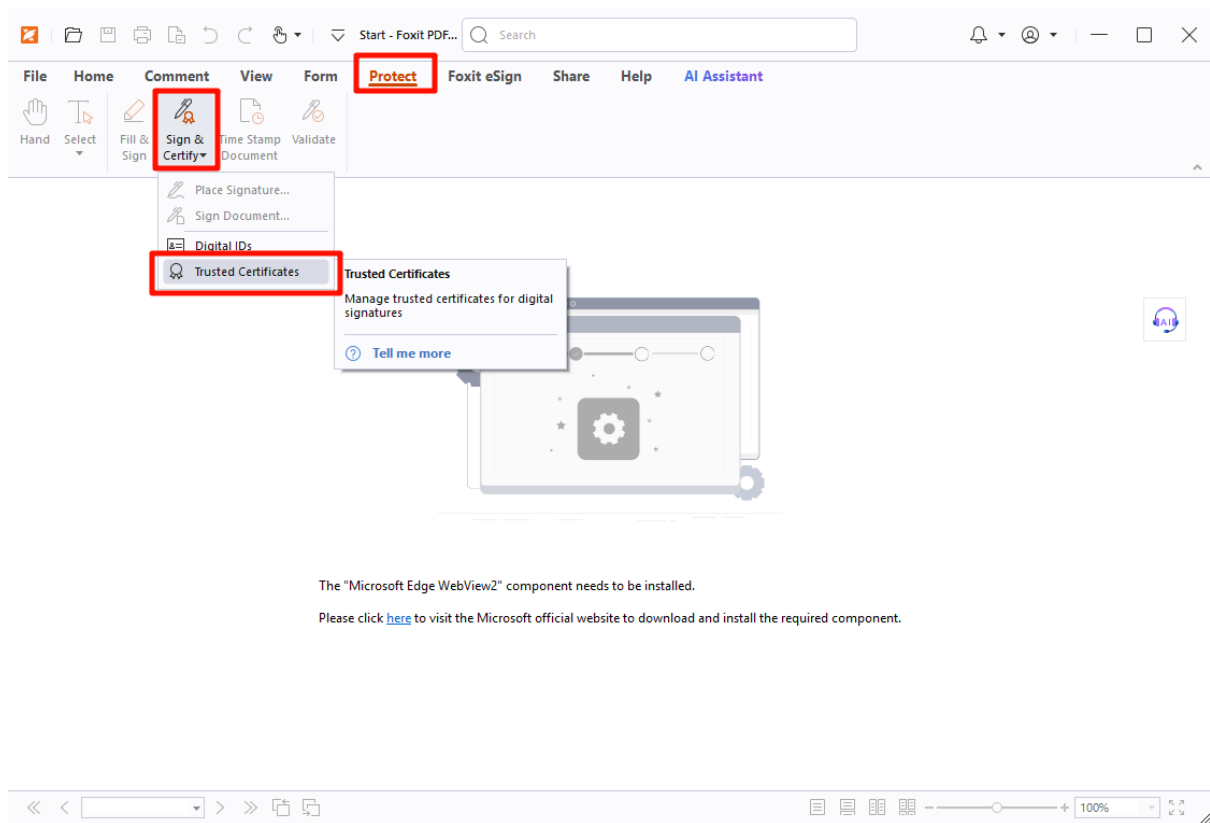
2. Click the link "Hongkong Post e-Cert CA 2 - 17"



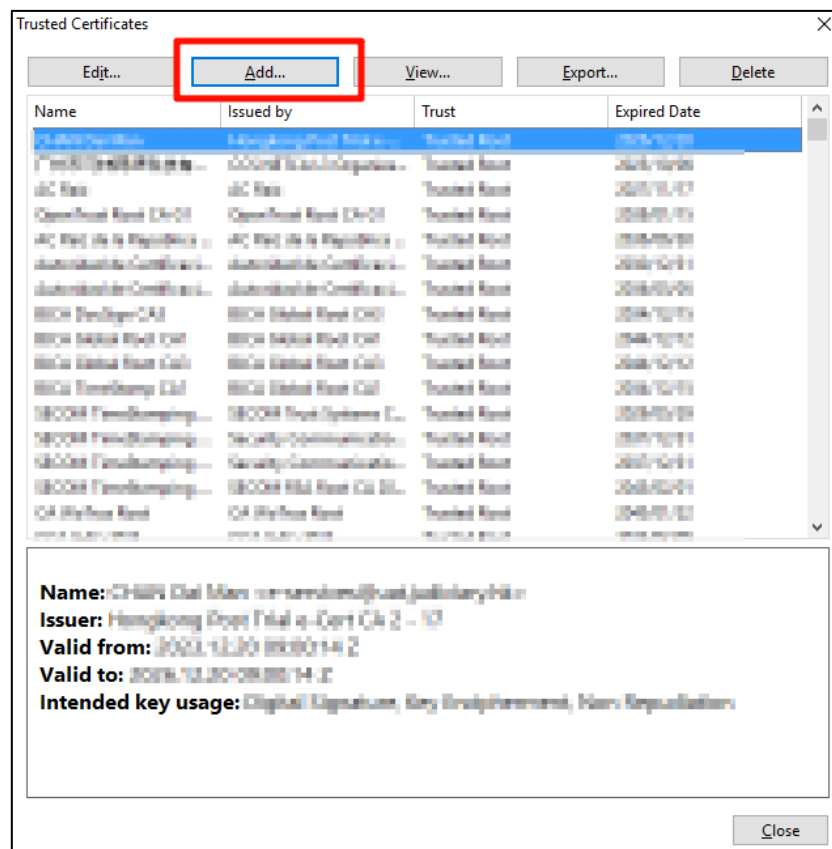
- Click the link "Download the "Hongkong Post e-Cert CA 2 - 17" certificate to download the file "ecert_ca_2-17_pem.crt".



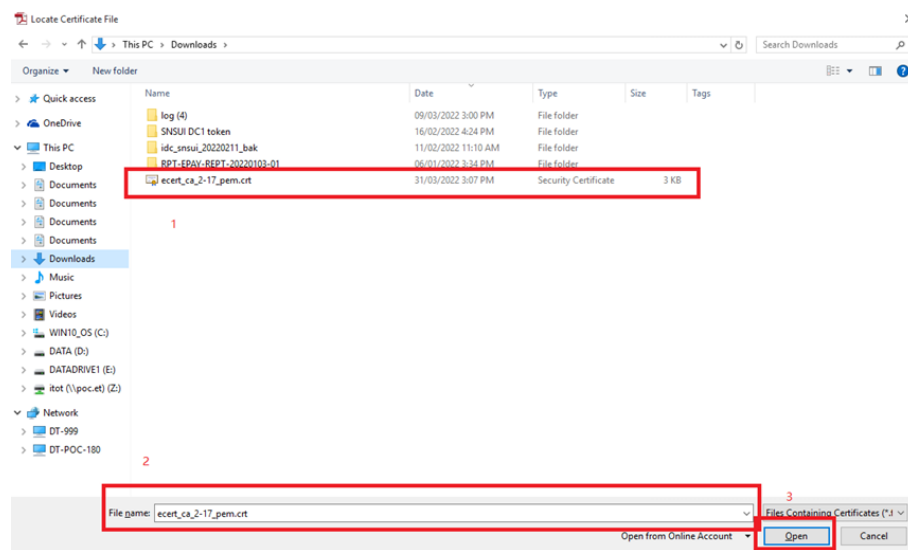
4. Open Foxit PDF Reader. Select menu “Protect -> Sign & Certify -> Trusted Certificates”



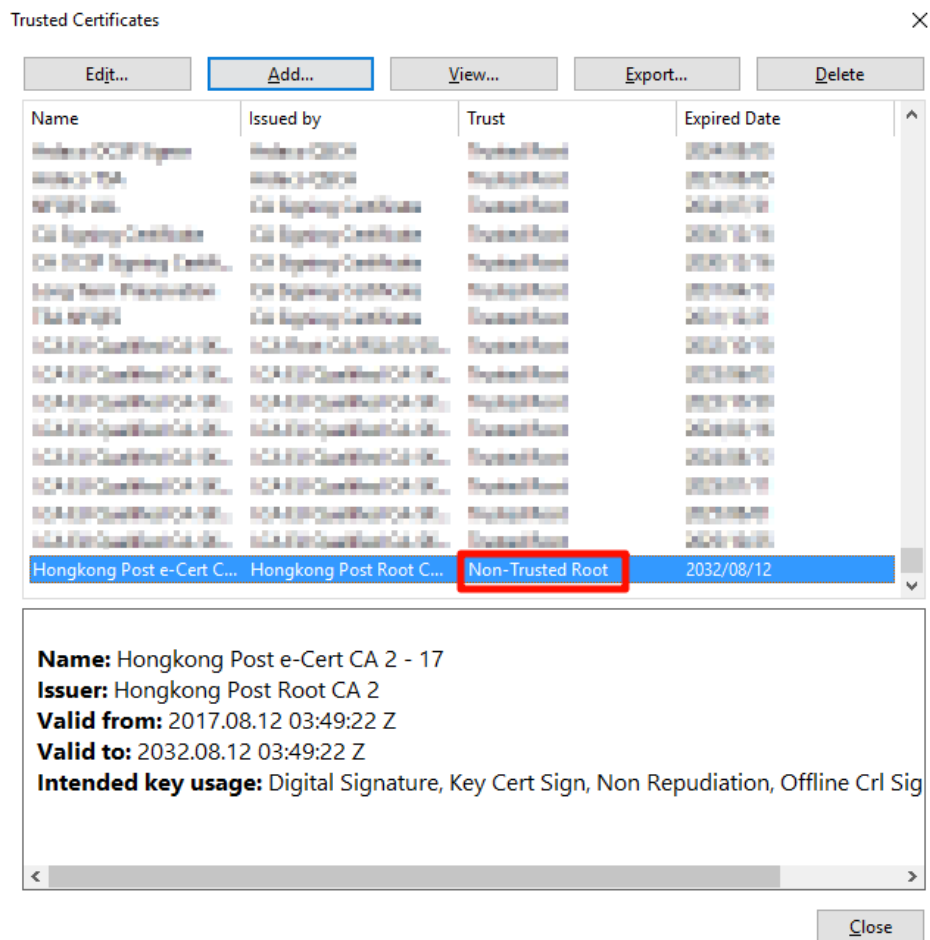
5. Press “Add...” button



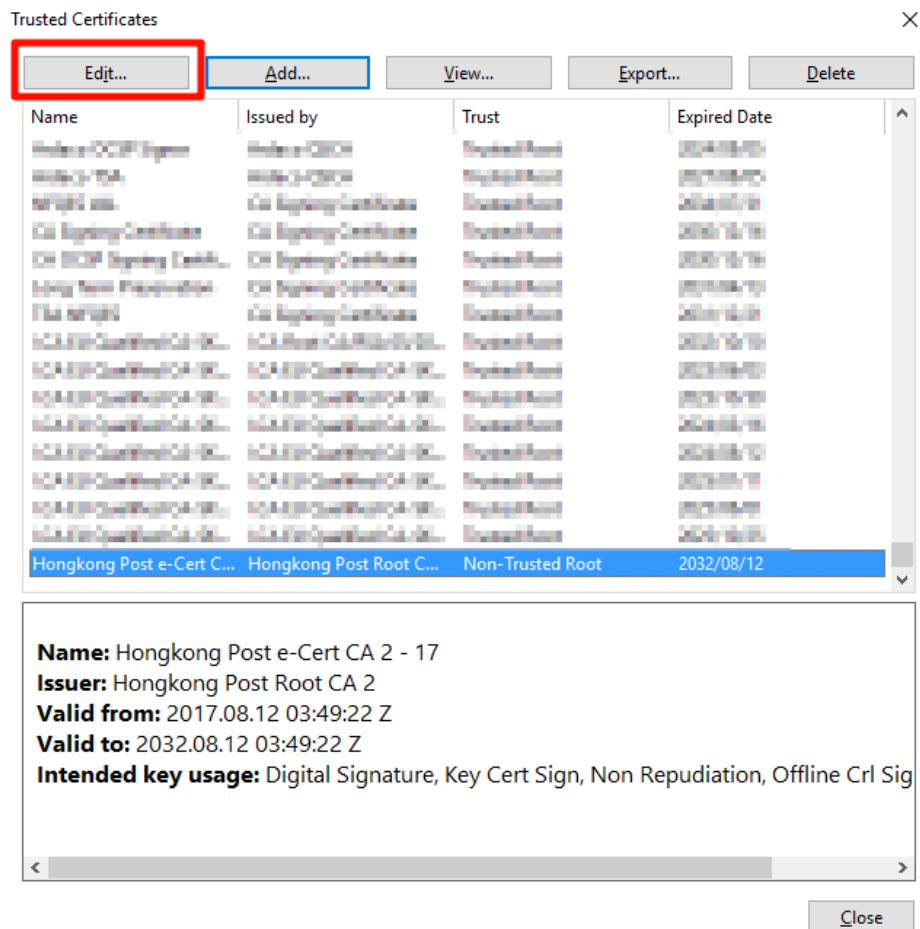
6. A dialog box named “Open” will be opened. Go to the folder containing the downloaded certificate file and select the download file in step 3 above. If you cannot find the file in the file list of the dialog box, you can simply type “ecert_ca_2-17_pem.crt” in the “File Name” field. Press “Open” to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



7. The certificate file “ecert_ca_2-17_pem.crt” is now imported to Foxit PDF Reader, named “Hongkong Post e-Cert CA 2-17”, as a Non-Trusted Root. Press “Close” button to continue.



8. Select the “Hongkong Post e-Cert CA 2-17” and press “Edit...” button to continue.



9. A dialog box named “Edit Certificate Trust” is opened. Check checkbox “Use this certificate as a trusted root” and then press the “OK” button.

Edit Certificate Trust

Certificate Details

Subject: Hongkong Post Root CA 2

Issuer: Hongkong Post e-Cert CA 2 - 17

Usage: Digital Signature, Key Cert Sign, Non Repudiation, Offline Crl Sign, CRL signing

Expiration: 2032.08.12 11:49:22

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 root

If signature succeeds, trust this certificate for:

☒ Validating Signatures

☐ Validating Certified Documents

OK Cancel

10. To verify if the previous steps have been completed correctly, you can check a certificate named “Hongkong Post e-Cert CA 2-17” is now become a Trusted Root. Press “Close” button to continue.

Trusted Certificates

Edit... Add... View... Export... Delete

Name	Issued by	Trust	Expired Date
Hongkong Post Root CA 2	Hongkong Post Root CA 2	Trusted Root	2032/08/12
Hongkong Post e-Cert CA 2-17	Hongkong Post e-Cert CA 2-17	Trusted Root	2032/08/12
...
Hongkong Post e-Cert CA 2-17	Hongkong Post e-Cert CA 2-17	Trusted Root	2032/08/12

Name: Hongkong Post e-Cert CA 2 - 17
Issuer: Hongkong Post Root CA 2
Valid from: 2017.08.12 03:49:22 Z
Valid to: 2032.08.12 03:49:22 Z
Intended key usage: Digital Signature, Key Cert Sign, Non Repudiation, Offline Crl Sig

Close

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

