Resolve FIS certificate issues
Quick Reference Guide (QRG)

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Issue 01 – 15th October 2019
Icons used in this QRG

REMEMBER

Paragraphs with this icon attached contain information that requires special focus and care taking.

WARNING

This icon indicates areas that may cause concern.
Standard Content

01 Overview
   ➔ What do you need to know?

02 System Flow
   ➔ What needs to be done?

03 Support
   ➔ Who can help?

04 Change History
   ➔ What has been changed?
Overview
Federated Identity Service (FIS)

Exostar's Federated Identity Service (FIS) is a comprehensive PKI solution that enables full lifecycle management of certificates, strong authentication practices and controlled access to applications through Exostar's Managed Access Gateway (MAG).
Problem Statement

In order **to access SAP Sourcing** from an external computer, an **Exostar FIS certificate needs to be used** for login.

If **no FIS certificate** is used, the **link to SAP Sourcing is not visible** to the end user.
System Flow

- Potential Root Causes
- Root Cause 1 – GSP Log In
- Root Cause 2 – Validity of FIS Certificate
- Root Cause 3 – Installation of FIS Certificate
- Root Cause 4 – Advanced Login Option
There are a number of potential root causes for this FIS issue, please follow the check list below to get this resolved:

- **GSP Log In**  
  Are you logged in to the Global Supplier Portal (GSP)?

- **Validity of FIS Certificate**  
  Is your FIS certificate still valid in Exostar?

- **Installation of FIS Certificate**  
  Is your FIS certificate installed on your computer?

- **Advanced Login Option**  
  Do you use the advance login options?
Root Cause 1 – GSP Log In

If the button is visible you are not logged in to the GSP. Please press .

The login process is described here.
System Flow

GSP Log In
Are you logged in to the Global Supplier Portal (GSP)?

Validity of FIS Certificate
Is your FIS certificate still valid in Exostar?

Installation of FIS Certificate
Is your FIS certificate installed on your computer?

Advanced Login Option
Do you use the advance login options?
Is your FIS certificate still valid in Exostar?

Check if the Certificate is still valid.

The following are possible status:
- Active - Certificate is valid
- Inactive - Request Access
- Pending Application Administration Approval
- Pending Download
- Certificate Expired
Root Cause 2 – Validity of FIS Certificate 2/5

System Flow

Status: Inactive

1. Press on link Request Access.

2. Fill out the form and then press Next >>.
Root Cause 2 – Validity of FIS Certificate 3/5

Status: Pending Application Administration Approval

Press on link [View Administrator(s)] to retrieve the list of Administrator(s). Contact one of them to approve.

Once an Administrator has been contacted, the Administrator will carry out the following steps to approve the request:

1. Press [Authorize User], [Authorize Application], and [Authorize FIS].
2. Select the user and then press [Approve Selected Requests] as Action.
3. Select the [Yes] and press [Apply] and [Yes].
Root Cause 2 – Validity of FIS Certificate 4/5

The status of the certificate will change to Pending Download once the admin has approved. At the same time an email will be sent from Exostar to the user with the passcode to download the FIS Certification.

Press on link **Pending Download**.

Copy the **Passcode** from the e-mail and paste it into the Passcode field.

Press **Submit**.
Root Cause 2 – Validity of FIS Certificate 5/5

System Flow

Status: Certificate Expired

If the FIS certificate has expired, select **My Account Tab** and then press **Manage Certificates**, **Reapply**, and **Reapply** and then follow 1 to 8.

In case of issues please refer to Exostar’s FIS site.
System Flow

GSP Log In
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Validity of FIS Certificate
Is your FIS certificate still valid in Exostar?

Installation of FIS Certificate
Is your FIS certificate installed on your computer?

Advanced Login Option
Do you use the advance login options?
Root Cause 3 – Installation of FIS Certificate 1/3

System Flow

Is your FIS certificate installed on your computer?

1. Press the Tools button and then press Internet options.
Root Cause 3 – Installation of FIS Certificate 2/3

System Flow

Is your FIS certificate installed on your computer?

2. Select Content Tab and then press Certificates.

3. Check Validity of certificate and then press Close.

If FIS certificate is not installed, please follow slide 19.
Is your FIS certificate installed on your computer?

4. Select **My Account Tab** and then press **Manage Certificates** and **Revoke Certificates**.

5. Press **✓** and select ‘Certificate Compromised’ as Revocation Reason and then press **Revoke**.
System Flow

GSP Log In
Are you logged in to the Global Supplier Portal (GSP)?

Validity of FIS Certificate
Is your FIS certificate still valid in Exostar?

Installation of FIS Certificate
Is your FIS certificate installed on your computer?

Advanced Login Option
Do you use the advance login options?
If the “Select Certificate” screen is not showing, then carry out the following steps to clear browser history:

1. Press **Tools** and then press **Internet options**.
Root Cause 4 – Advanced Login Option 2/3

Do you use the advance login options?

System Flow

1. Press and then press .
2. Press and then press .
3. Select Temporary Internet Files and website files, Cookies and website data and History and then press .
Do you use the advance login options?

4 Press [Clear SSL state]

5 Go to Exostar (do not use Windows Explorer Favourites) and then choose MAG Login > Advanced Login
System Flow

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- **Advanced Login Option**
  Do you use the advance login options?
Support

Please find Exostar/ GSP/ SAP Sourcing guidance documents here. (Supplier Documents → Supplier Training → eSourcing guidance)

Please contact the Exostar support http://www.myexostar.com/Online-Support/ in the following cases:

• Exostar login issues
• Exostar registration issues
• FIS certificate issues
• Link to SAP Sourcing missing (Exostar to resolve certificate issues)

Please contact the Rolls-Royce support RR helpdesk (Supplier Documents → Help) in the following cases:

• SAP Sourcing issues
• SAP Sourcing login issues
Change History

<table>
<thead>
<tr>
<th>Issue</th>
<th>Change</th>
<th>Date</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Initial Issue</td>
<td>15th Oct 2019</td>
<td>Kristin Höhne</td>
</tr>
</tbody>
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