

[US Home](http://www.verisign.com/) > [Support](http://www.verisign.com/support) > [SSL Certificates](index?page=home) > Solution Details

Solution

How to replace a Class 1 Digital ID without the Challenge Phrase?

Solution ID: SO7261

Version: 9.0

Published: 12/13/2007

Updated: 05/03/2010

Resolution

1. If you have forgotten the Challenge Phrase of your certificate, you must send an e-mail to VeriSign with information regarding your Digital ID. VeriSign will manually revoke the ID and send you a virtual token to enroll for a new ID
 - You can obtain all the necessary information to include in your e-mail by searching for your Digital ID on VeriSign's Digital ID page. Go to: <https://digitalid.verisign.com/services/client/index.htm>
2. Send an e-mail to id-support@verisign.com with the following information:
 - Name
 - E-mail Address
 - Serial Number
 - A brief description of the issue
3. After receiving the information, VeriSign manually revokes your Class 1 Digital ID and issues you a token that allows you to obtain a new Digital ID without having to enter payment information.
4. To enroll for a Class 1 Digital ID using the token, use of the following links:
<https://digitalid.verisign.com/client/class1MSToken.htm> Internet Explorer users:
<https://digitalid.verisign.com/client/class1MSToken.htm>
For Mozilla, Firefox, Netscape, or Apple Safari users:
<https://digitalid.verisign.com/client/class1NetscapeToken.htm>

Note: This solution applies to full service Digital ID's. If you have a Trial Class 1 Digital ID, there may not be any management buttons available to choose from. You can enroll for another Trial ID. If the current Trial ID is still valid, you will need to make a change to either the First Name or Last Name of the new enrolment to avoid a duplicate ID message during enrollment.

Disclaimer:

VeriSign, Inc. has made efforts to ensure the accuracy and completeness of the information in this document. However, VeriSign, Inc. makes no warranties of any kind (whether express, implied or statutory) with respect to the information contained herein. VeriSign, Inc. assumes no liability to any party for any loss or damage (whether direct or indirect) caused by any errors, omissions, or

statements of any kind contained in this document. Further, VeriSign, Inc. assumes no liability arising from the application or use of the product or service described herein and specifically disclaims any representation that the products or services described herein do not infringe upon any existing or future intellectual property rights. Nothing herein grants the reader any license to make, use, or sell equipment or products constructed in accordance with this document. Finally, all rights and privileges related to any intellectual property right described herein are vested in the patent, trademark, or service mark owner, and no other person may exercise such rights without express permission, authority, or license secured from the patent, trademark, or service mark owner. VeriSign Inc. reserves the right to make changes to any information herein without further notice.