



DIGICERT SDN BHD (457608-K)  
No. 3-20 & 3-22,  
Jalan 14/155B Aked Esplanad,  
Bukit Jalil, 57000 Kuala Lumpur  
Tel: 03-8992 8800  
Fax: 03-8992 8810  
[www.digicert.com.my](http://www.digicert.com.my)

## USER GUIDE :

Solution for “no xenroll.dll problem” & “delete old cert problem” for Windows XP only

### STEP 1 :

1. Please install **XEnroll and ActiveX for CIMB Online Renewal.exe**.

### STEP 2 :

#### **Configuration at Internet Explorer Setting for ActiveX**

Please open your Internet Explorer (IE). Go to Tools > Internet Options > Security > Internet>Custom Level – please scroll down until **ActiveX controls and plug-ins**.

1. **ActiveX controls and plug-ins** (tick on Enable)
2. **Download Signed ActiveX controls** (tick on Prompt)
3. **Download Unsigned ActiveX controls** (tick on Prompt)
4. **Run ActiveX controls and plug-ins** (tick on Enable)
5. Then click **Apply** or **OK**. Please click **Yes** for the changes to take affect.
6. **Restart** your computer and please try to do the renew process again.

### STEP 3 :

1. Please login to [www.cimbbizchannel.com](http://www.cimbbizchannel.com) – click **Login**>select **Digicert renewal** > enter your PIN No.
2. At page **Welcome to Online Certificate Renewal System**, please refer to User Guide from the Welcome to Online Certificate Renewal System.
3. Please make sure you change at the **Token Provider** before click on the **Renew certificate**.

### NOTES : FT11 & ST3 TOKEN ONLY:

4. Please take note, at the end of the process you will need to enter your PIN No. again
5. Then click on **Removecert**. **Logout success** will be prompted. You have successfully renewed online.
6. Then click **Close**.
7. Please try again login to your Cash Management’s account for confirmation.

\*Please do not close the page if you still do not received the **Logout success** prompt after click on the **removecert** , please screen capture the error page and email to [customercare@digicert.com.my](mailto:customercare@digicert.com.my) for us to investigate.