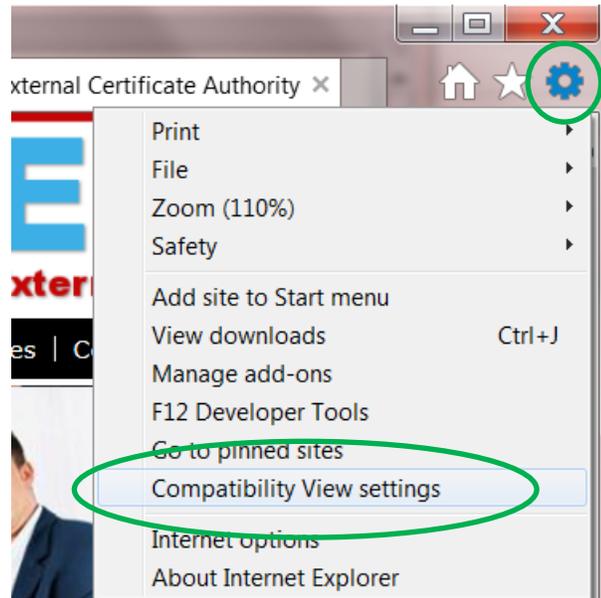
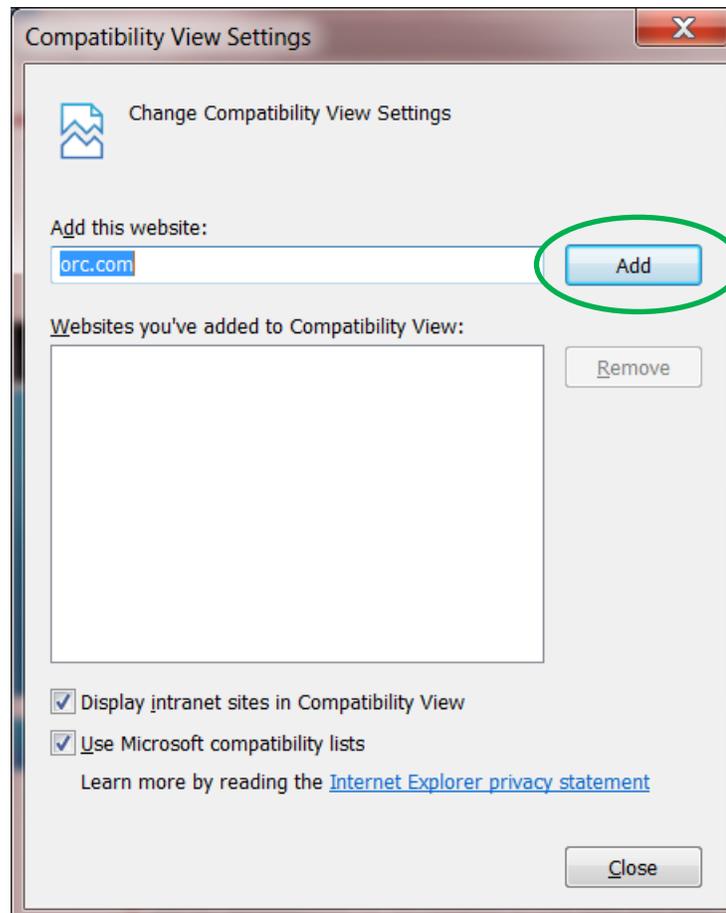


Resolution for the error “Could not convert certificate to PKCS7 format”

1. In the upper right-hand corner of your browser, click the Tools icon and select “Compatibility View settings”



2. When the “Compatibility View Settings” dialog box comes up, **orc.com** should appear in the “Add this website” box. Click the “Add” button. If orc.com is not already displayed in the box, type it in before clicking “Add”.



3. Once the website has been added, click “Close”. Then return to your issuance notification email and follow the instructions to import your certificate.

