

Technical Advisory – PKWARE Expired Software Publisher Certificate

Date issued:	05-13-11	Advisory sent to:	PKWARE Technical Support, Sales Engineers
Effective date:	Immediately	Products affected:	<ul style="list-style-type: none">SecureZIP Enterprise and PKZIP Enterprise for Windows Platforms
Technical Support Ticket ID:	N/A	Location of completed fix:	N/A

Short description of issue: PKWARE Software Publisher Certificate is reported as expired when installing a product delivered using PKSFX Self-Extracting technology. Customers installing a PKSFX delivered package from PKWARE will see an informational dialog indicating the “certificate has expired”. Installation of the software can proceed by accepting the software and completing the installation. Affected PKSFX installers have been updated to use PKWARE’s current certificate.

Detailed description of issue:

PKWARE delivers software product installers to customers that have been rigorously tested and validated for integrity. Part of this integrity includes using a Software Publisher Certificate to sign each “executable” to ensure it comes from PKWARE. This signature provides notification that the software is from a known provider and is used to assure customers the content is safe and can be trusted.

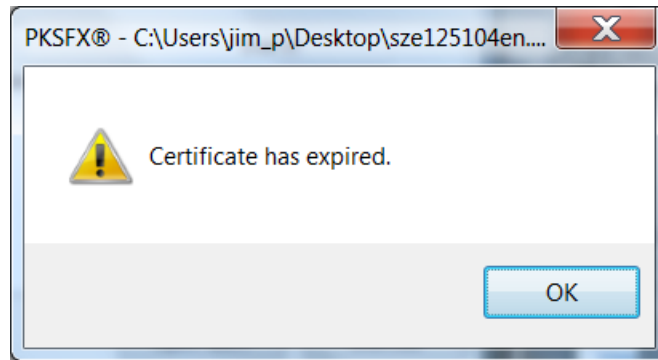
Over time, each digital certificate expires and must be renewed. This expiration typically does not invalidate any existing software signed under an expired certificate as long as the signature was made while the certificate was still valid.

We have encountered one method of delivering our product to customers that reports that a certificate has expired. This occurs only on Windows systems and only for software delivered using PKSFX Self-Extracting files. Most of our Windows software is delivered using Microsoft Windows MSI installers which will not report this expired certificate notice. Mainframe software is delivered for extraction on Windows systems using PKSFX, however, the PKSFX software for this platform does not report the certificate expiration notice.

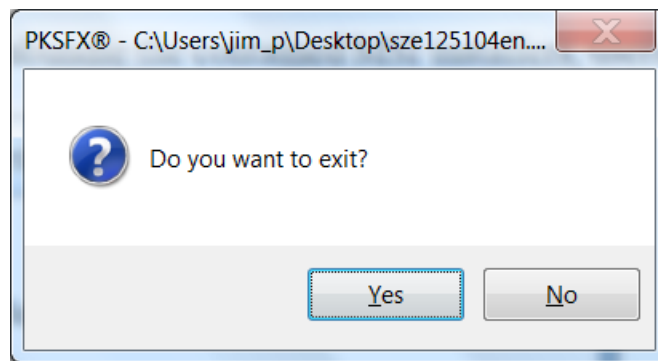
This notice does not prevent the software from installing, and DOES NOT impact the operation of the software or of PKSFX files created by the customer. The impact of this expired certificate notice is limited only to the installation process, and then only during the unbundling of the combined MSI installers for which the PKSFX format is used for delivery.

Only PKZIP Enterprise and SecureZIP Enterprise are affected by this. Customers can complete the installation when this message appears by simply choosing to continue rather than to stop the installation process. Example screens are included below to illustrate the workflow users will experience when the expired certificate notice appears.

When the PKSFX file is run to unbundle the contained MSI installers, users will see the following:



To continue with the installation, users should press OK. The following dialog will then appear:



Pressing No will extract the contained MSI installers normally and allow the user to continue with the remaining standard installation steps. No further workflow disruptions will be encountered.

Existing PKSFX files that display this expired certificate notice have been updated to use the latest PKWARE Software Publisher Certificate. Customers re-installing from PKSFX files they already have, will see this occur at the time they run the re-install steps.

Customer would not need to obtain new installation files, however, to avoid this expired certificate message from appearing, they can download the latest PKSFX files from PKWARE's website.

Recommended work-around:

There is no work-around required for this issue as the software will install and operate correctly. Users experiencing this issue will need to confirm installation using the prompts indicating the certificate has expired.

Contact PKWARE:

The information documented in this advisory is based on interoperability testing performed by PKWARE, using PKWARE products. For questions or additional information regarding this issue please contact PKWARE Product Support by phone +1.937.847.2687 or on the web at <http://www.pkware.com/support/desktop>, for more information.