

# **Generating an Apple Push Notification Service Certificate**

## **ZENworks® Mobile Management 2.5.x**

July 2012

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# Apple Push Notification Service (APNs)

## What Is APNs

Apple Push Notification service (APNs) is a highly secure and efficient system for communicating with iOS devices over-the-air (OTA). Each device establishes an accredited and encrypted IP connection with the service. The provider, in this case your *ZENworks Mobile Management* server, connects with and sends its notification to the APNs, which pushes the notification to the target device.

An APNs certificate is required for Apple Push Notification service. The certificate must be renewed annually. This guide explains the process of obtaining the APNs certificate from Apple and provides instructions on how to upload the certificate to the *ZENworks Mobile Management* server via its dashboard.

There are various methods of generating the APNs certificate, any of which you may use. This document guides you through generating the certificate by using Microsoft Windows Internet Information Services (IIS) Manager, version 6 or 7.

## How APNs Works

Apple Push Notification service works in conjunction with the built-in MDM protocol of Apple iOS devices. *ZENworks Mobile Management* uses the Apple Push Notification service to send notifications to the iOS device requesting information. Only notifications, not data, are sent through the APNs server. The device responds directly to the *ZENworks Mobile Management* server.

The Apple MDM protocol provides the following functionality:

- Devices support Selective Wipe, Lock Device, and Clear Passcode
- Full Wipe and Lock Device commands are applied immediately
- You can record and access installed applications on devices
- You can record and access installed configuration profiles on devices
- You have access to additional device statistics
- Configuration profile updates require no user interaction
- Enterprise (in-house) apps
- Mobile App Management
- Manage VPP (Redemption) Codes

## Requirements

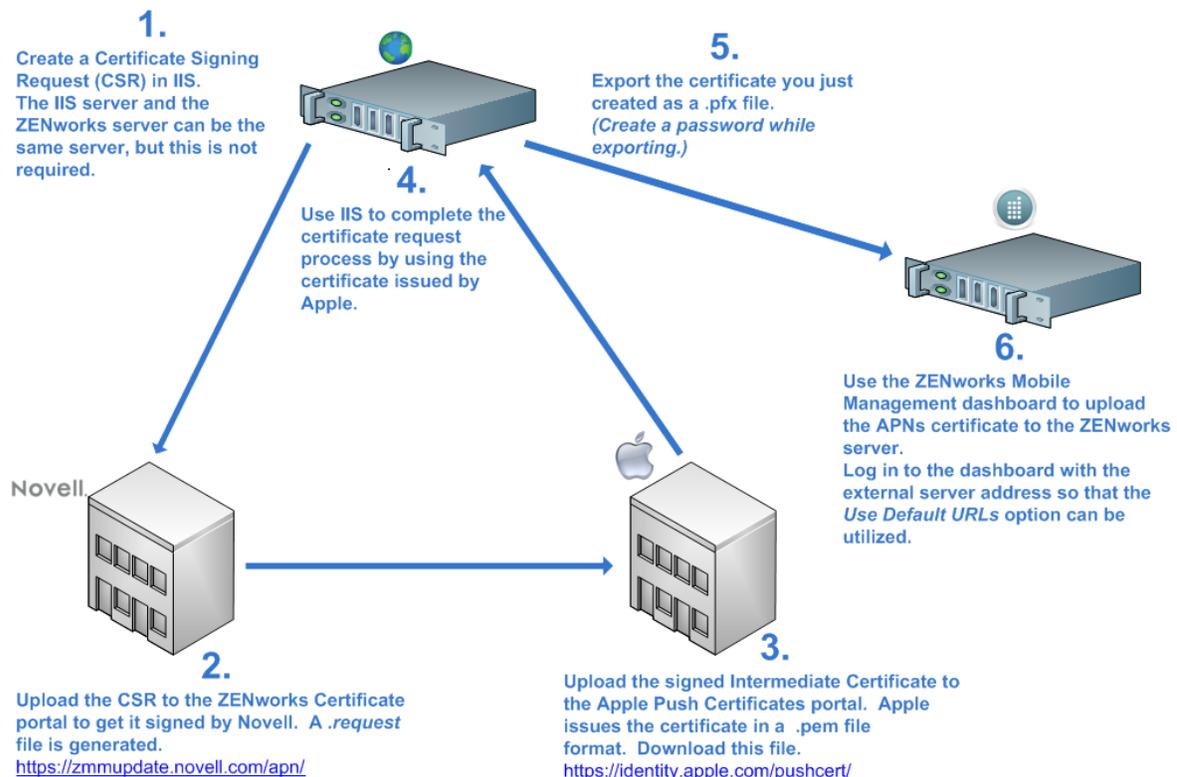
- *ZENworks Mobile Management* version 2.5.2 or later
- An Apple ID. We recommend that you do not use a personal Apple ID, but create a separate corporate Apple ID for MDM. Associate the Apple ID with an email account that will remain with your company – not an email account that belongs to an individual in the company. This facilitates a smooth certificate renewal process each year.
- Windows Server 2003 or 2008 (you need administrator permissions)
- Firefox or Safari Web browser

### An Overview of the Steps to Obtain the Apple Push Notification Service Certificate

1. Create a Certificate Signing Request (CSR). (This guide provides instructions for creating the certificate from Microsoft Windows Internet Information Services (IIS) Manager, version 6 or 7.)
2. Upload the CSR to the *ZENworks Mobile Management Certificate Portal*. Novell, Inc. signs the CSR.
3. Upload the intermediate certificate (the CSR signed by Novell, Inc.) to the Apple Push Certificates Portal. Apple issues the certificate.
4. Download the signed certificate from the Apple Push Certificates Portal and complete the certificate request in IIS.
5. Export the certificate to a file.
6. Upload the certificate to the *ZENworks Mobile Management* server.

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## Generating an Apple Push Notification Service Certificate for use with ZENworks Mobile Management for iOS



# Generating an APNs Certificate

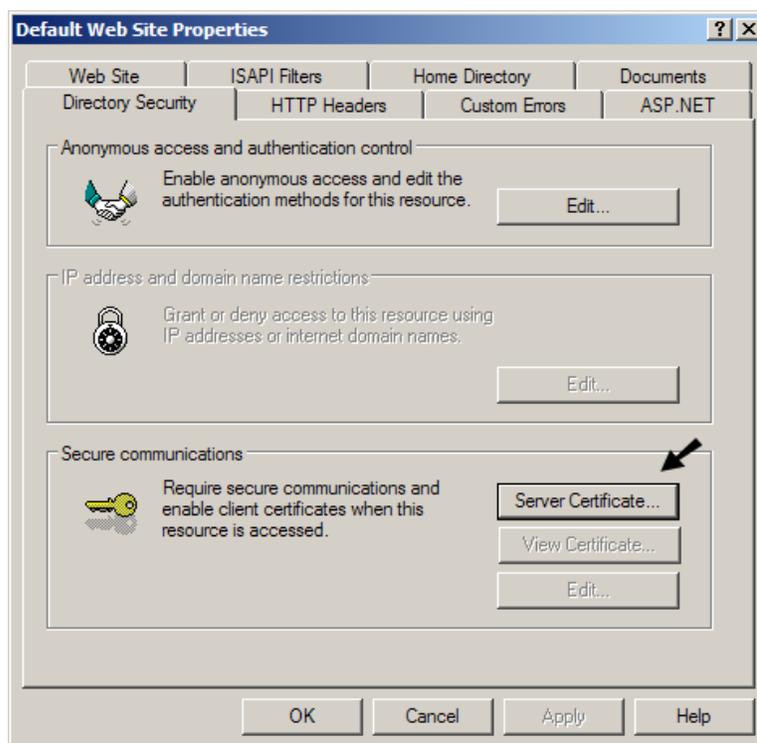
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## Generating an APNs Certificate from Windows Server 2003

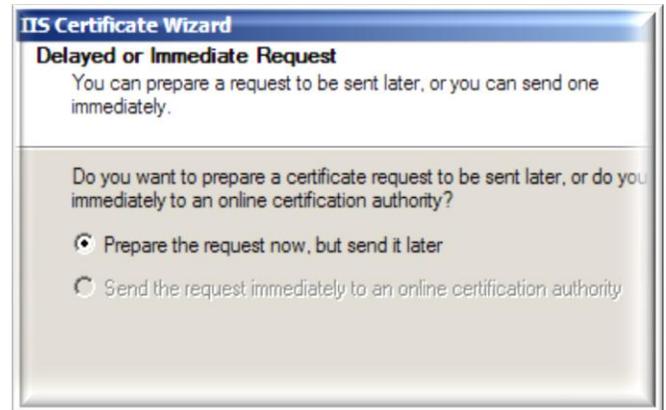
The following instructions are for generating an APNs certificate from a Windows Server 2003 by using Internet Information Services (IIS) Manager version 6. You can skip this section if you use Windows Server 2008. Instructions for 2008 are in another section of this document.

### Creating the Certificate Signing Request (CSR) from IIS Manager 6

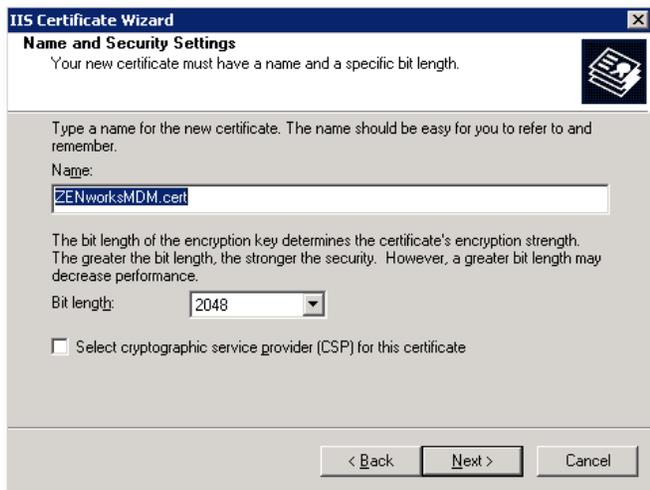
1. Select **Start > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Right-click any Web site in the left panel. Select **Properties**.
3. Select the **Directory Security** tab and then click the **Server Certificates** button in the *Security* section of the menu. This starts the Web Server Certificate Wizard. Click **Next** to continue.



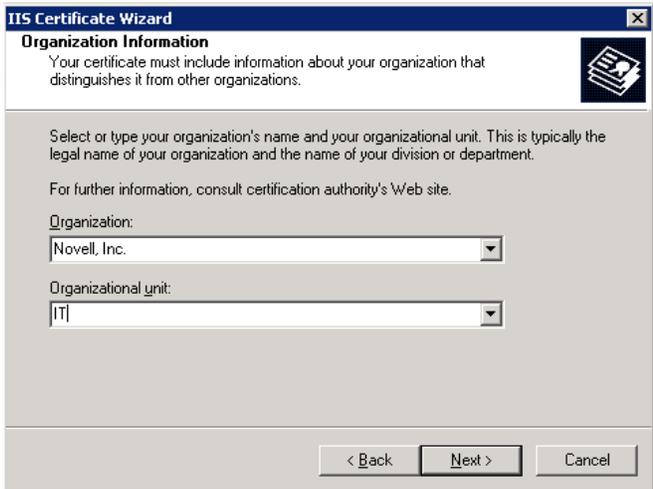
4. Select the **Create a new certificate** option and click **Next**.
5. Select **Prepare the request now, but send it later** option and click **Next**.



6. Enter a certificate name that is easily remembered. In the **Bit length** field, select **2048** for the encryption level, then select **Select cryptographic service provider (CSP) for this certificate**. Click **Next**.
7. From the *Available Providers* window, select **Microsoft RSA SChannel Cryptographic Provider**. Click **Next**.

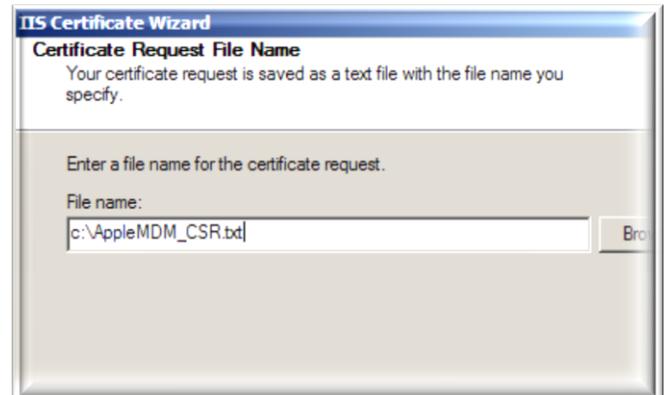
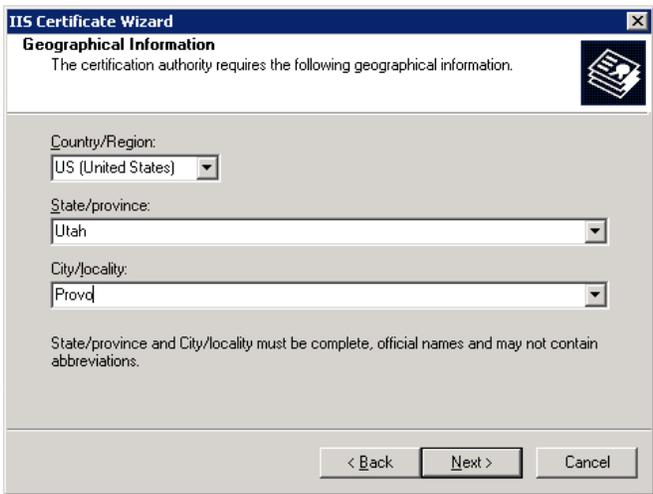


- Enter the legal name of your **Organization** and the **Organization unit**, which is the department within your organization. Click **Next**.
- In the **Common name** field, enter a valid Apple ID. This does not need to be an Apple Developer account ID, but you should use an Apple ID that has been designated for managing the corporate APNs certificate. The Apple ID might be in the form of an email address, or possibly a display name. Click **Next**.



- Enter the **Country/Region**, **State/Province**, and **City/locality** of your organization. Click **Next**.

In the Certificate Request File Name window, save the CSR to your computer. Record the location and filename. This is the file you will upload to the *ZENworks Mobile Management Certificate Request Portal*. Click **Next**.

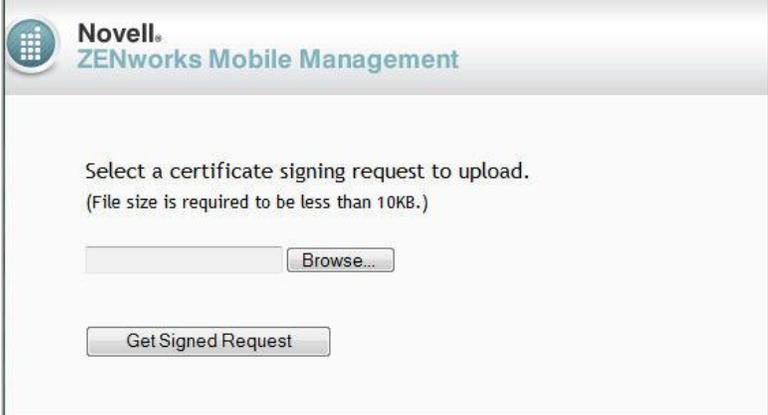


- Review the information for the certificate request in the Request File Summary window. To make revisions, click the **Back** button. Click **Next** to accept, then click **Finish**.

## Uploading the CSR to the ZENworks Mobile Management Certificate Request Portal

The CSR file you generated through IIS must be signed by Novell before you can upload it to the Apple Push Certificates Portal. You will need:

- Access to the CSR file
  - Your Novell login credentials
1. Navigate to the *ZENworks Mobile Management* Certificate Portal at <https://zmmupdate.novell.com/apn>



The screenshot shows the Novell ZENworks Mobile Management Certificate Request Portal. The header includes the Novell logo and the text "Novell ZENworks Mobile Management". The main content area contains the instruction "Select a certificate signing request to upload. (File size is required to be less than 10KB.)". Below this instruction is a text input field followed by a "Browse..." button. At the bottom of the form is a "Get Signed Request" button.

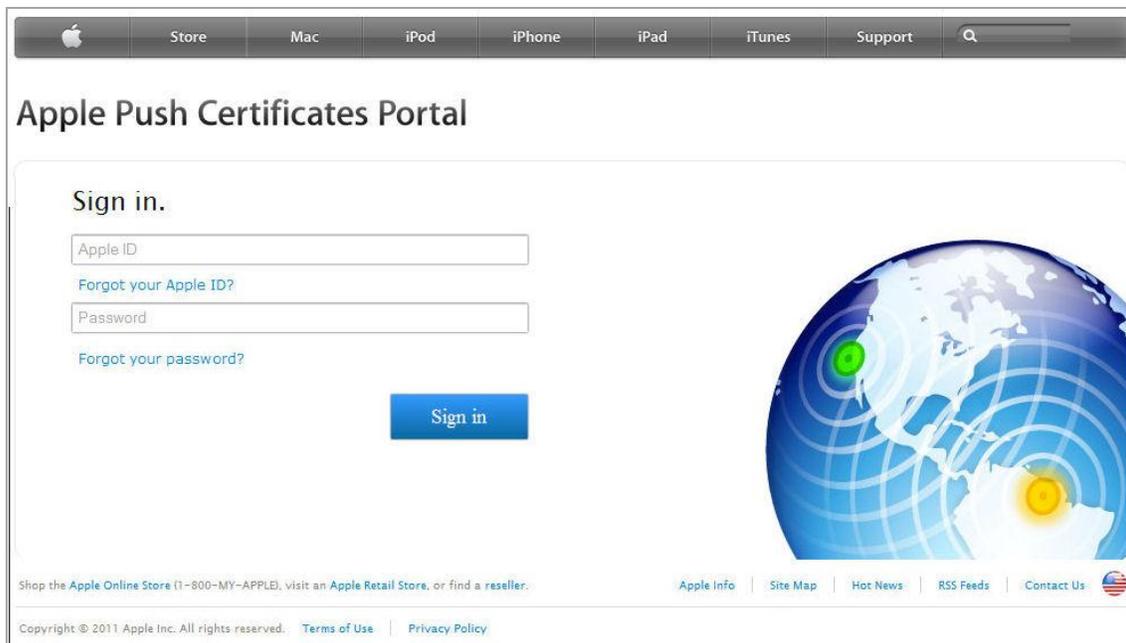
2. Browse to select the CSR file.
3. Click **Get Signed Request**.
4. Save the signed request.

You are now ready to upload the signed **ZENworks.request** file (the intermediate certificate) to the Apple Push Certificates Portal.

## Uploading the Intermediate Certificate to the Apple Push Certificates Portal

At the Apple Push Certificates Portal, you accept a license agreement and upload the intermediate certificate that you downloaded from the ZENworks Mobile Management Certificate Portal. A new Apple signed push certificate is created for you to download.

1. Browse to the Apple Push Certificates portal at: <https://identity.apple.com/pushcert/>
2. Log in by using your Apple ID and password. This does not need to be an Apple Developer account ID, but you should use an Apple ID that has been designated for managing the corporate APNs certificate.



### 3. Select **Create a Certificate**.



### 4. Read the *Terms of Use* and accept the End User License Agreement.

The screenshot shows the 'Terms of Use' page on the Apple Push Certificates Portal. At the top, there is a navigation bar with links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support, along with a search icon. The page title is 'Apple Push Certificates Portal' and the user is logged in as 'devteam@notifycorp.com' with a 'Sign out' button.

The main content area is titled 'Terms of Use' and contains the following text:

PLEASE READ THE FOLLOWING LICENSE AGREEMENT TERMS AND CONDITIONS CAREFULLY BEFORE DOWNLOADING OR USING THE APPLE CERTIFICATES. THESE TERMS AND CONDITIONS CONSTITUTE A LEGAL AGREEMENT BETWEEN YOUR COMPANY/ORGANIZATION AND APPLE.

**MDM Certificate Agreement**  
(for companies deploying mobile device management for iOS products)

**Purpose**  
Your company, organization or educational institution would like to use the MDM Certificates (as defined below) to enable You to either deploy a third-party commercial, enterprise server software product for mobile device management of iOS products, or deploy Your own internal mobile device management for iOS products within Your company, organization or educational institution. Apple is willing to grant You a limited license to use the MDM Certificates as permitted herein on the terms and conditions set forth in this Agreement.

**1. Accepting this Agreement; Definitions**  
**1.1 Acceptance**  
In order to use the MDM Certificates and related services, You must first agree to this License Agreement. If You do not or cannot agree to this License Agreement, You are not permitted to use the MDM Certificates or related services. Do not download or use the MDM Certificates or any related services in that case.

Below the text is a checkbox that is checked, with the text:  I have read and agree to these terms and conditions.

At the bottom of the main content area, there are two buttons: 'Decline' and 'Accept'. A link for 'Printable Version >' is also present.

On the right side of the page, there is a graphic of a globe with a green dot in North America and a yellow dot in Africa, surrounded by white concentric circles representing signal waves.

The footer contains the following information: 'Shop the Apple Online Store (1-800-MY-APPLE), visit an Apple Retail Store, or find a reseller.'; 'Apple Info | Site Map | Hot News | RSS Feeds | Contact Us'; and 'Copyright © 2011 Apple Inc. All rights reserved. Terms of Use | Privacy Policy'.

5. Select and upload the intermediate certificate you downloaded from the *ZENworks Mobile Management Certificate Portal*.

The screenshot shows the 'Create a New Push Certificate' page on the Apple Push Certificates Portal. The layout is similar to the previous screenshot, with the same navigation bar and user information.

The main content area is titled 'Create a New Push Certificate' and contains the following text:

Upload your Certificate Signing Request signed by your third-party server vendor to create a new push certificate.

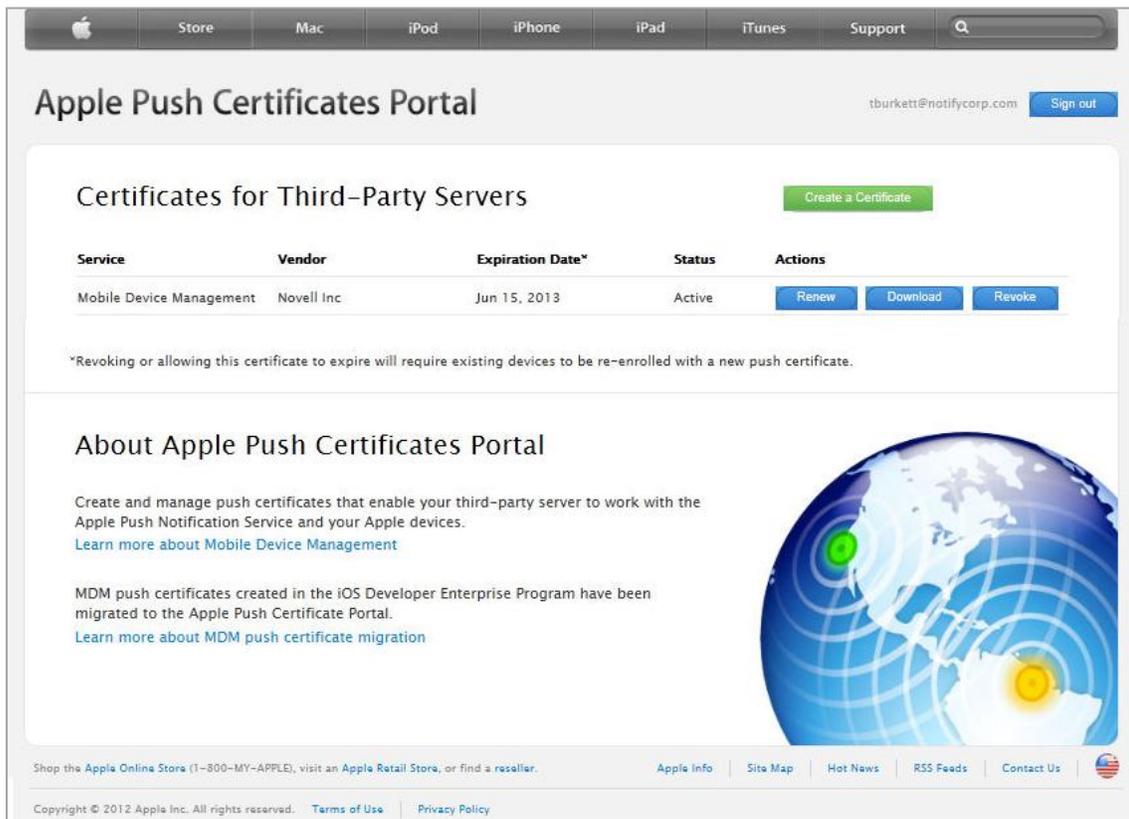
Below the text is a file selection interface consisting of a text input field and a 'Browse...' button.

At the bottom of the main content area, there are two buttons: 'Cancel' and 'Upload'.

The right side of the page features the same globe graphic with signal waves as seen in the previous screenshot.

The footer contains the same information as the previous screenshot: 'Shop the Apple Online Store (1-800-MY-APPLE), visit an Apple Retail Store, or find a reseller.'; 'Apple Info | Site Map | Hot News | RSS Feeds | Contact Us'; and 'Copyright © 2011 Apple Inc. All rights reserved. Terms of Use | Privacy Policy'.

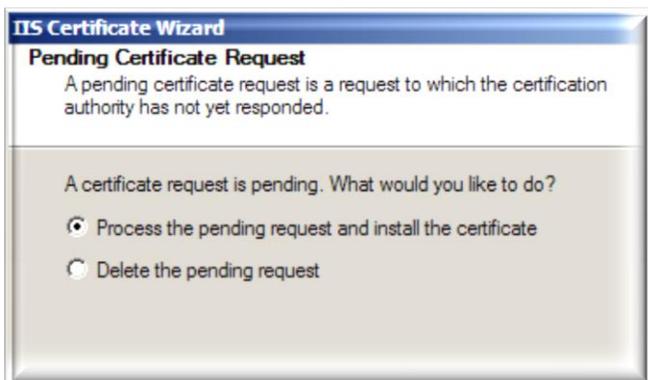
- When the upload has finished, a new certificate for *ZENworks Mobile Management* appears. Select **Download** to download the Apple signed certificate.



You are now ready to complete the CSR and export the APNs certificate to the *ZENworks Mobile Management* server.

## Completing the Certificate Request from IIS Manager 6

1. Return to the IIS Manager. Select **Start > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Right-click any Web site in the left panel. Select **Properties**.
3. Select the **Directory Security** tab and then click the **Server Certificates** button in the *Security* section of the menu. This starts the Web Server Certificate Wizard. Click **Next** to continue.
4. Select the **Process the pending request and install the certificate** option and click **Next**.
5. Browse to the *aps\_production\_identity.pem* file that was provided by Apple. Click **Next**.

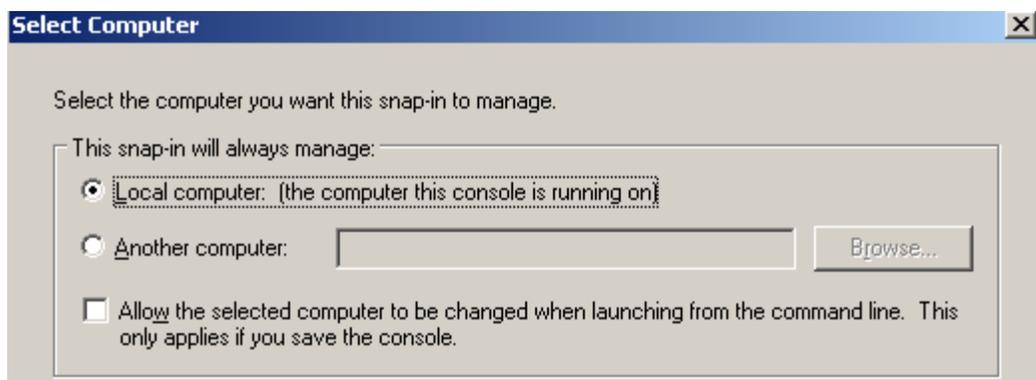
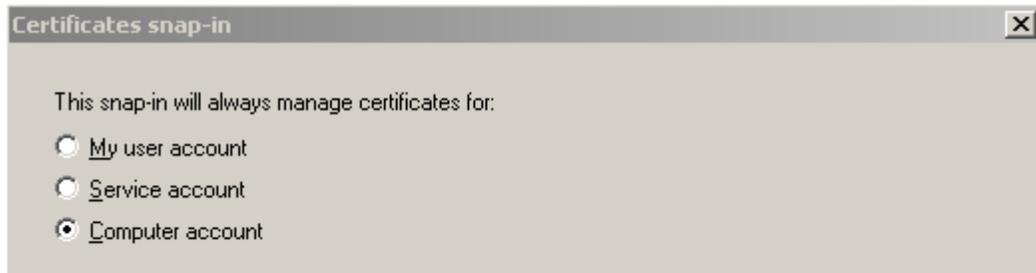


6. On the Certificate Summary screen, verify that the certificate information is correct and click **Next**, then click **Finish**.
7. Open the *Microsoft Management Console (MMC)*. Click **Start > Run** and enter **MMC**.
8. From the *File* menu, select **Add/Remove Snap-in**.

- From the drop-down list at **Snap-ins added to**, select **Console Root** and click **Add**. On the *Add Standalone Snap-in* screen, select **Certificates**, then click **Add**.

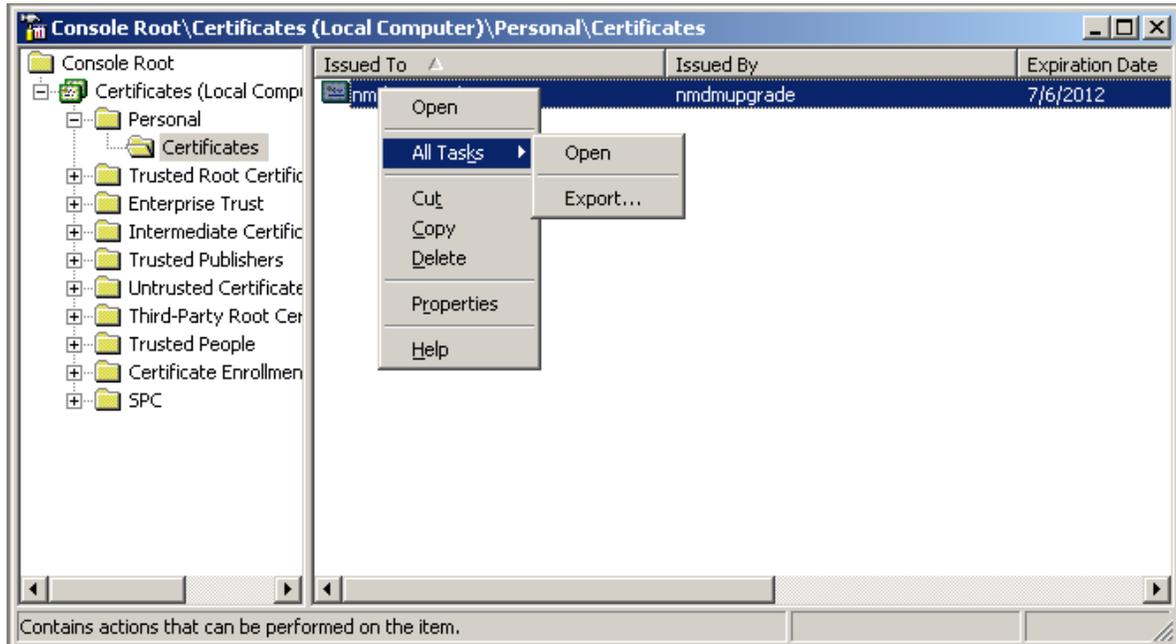


- On the *Certificates snap-in* screen, select **Computer account** and click **Next**. Choose **Local computer** and click **Finish**.



- Click **Close**. Click **OK** on the *Add/Remove Snap-in* screen.

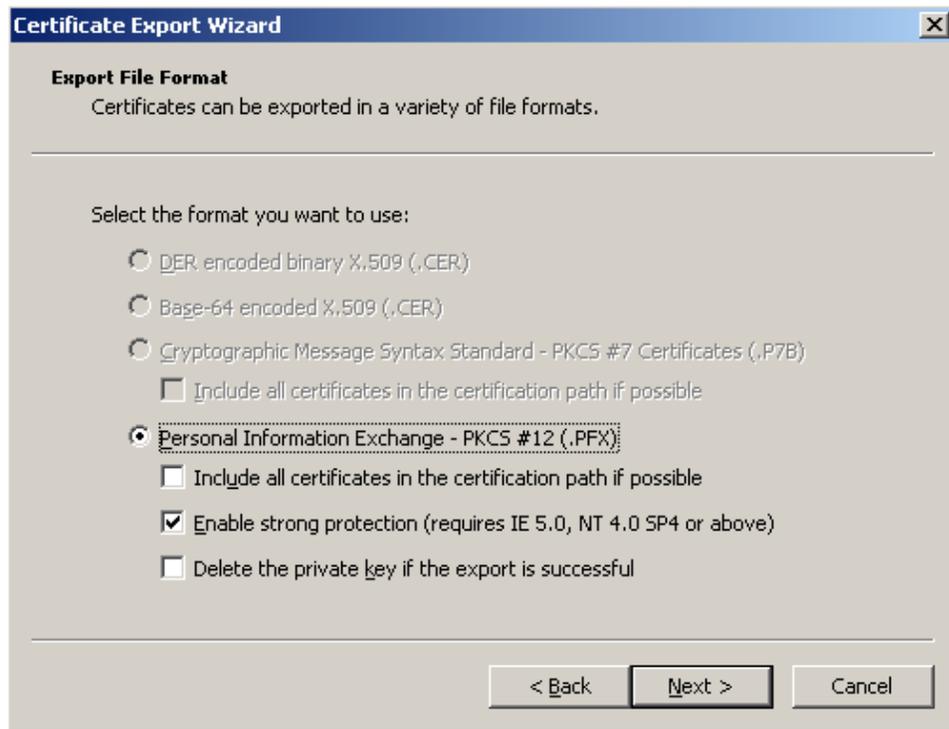
12. At the *Console Root*, expand the directory. Select **Certificates > Personal > Certificates**. Right-click on the certificate file and select **All Tasks > Export**. This opens the Export Wizard. Click **Next** to continue.



13. Select **Yes** to export the private key, then click **Next**.



14. Select the **Personal Information Exchange – PKCS #12 (.PFX)** format and select the **Enable strong protection** box. Click **Next**.



15. Enter and confirm a password. You will need this password when you upload the certificate to *ZENworks Mobile Management*. Click **Next**.



16. Click the Browse button and select the .pfx file that you want to export. Click Next.



17. Click **Finish** to complete the certificate export. You see a message that says the export was successful.

Now you are ready to upload the certificate to *ZENworks Mobile Management*. You need the following:

- APNs certificate file (.pfx format)
- The password you set when exporting the certificate

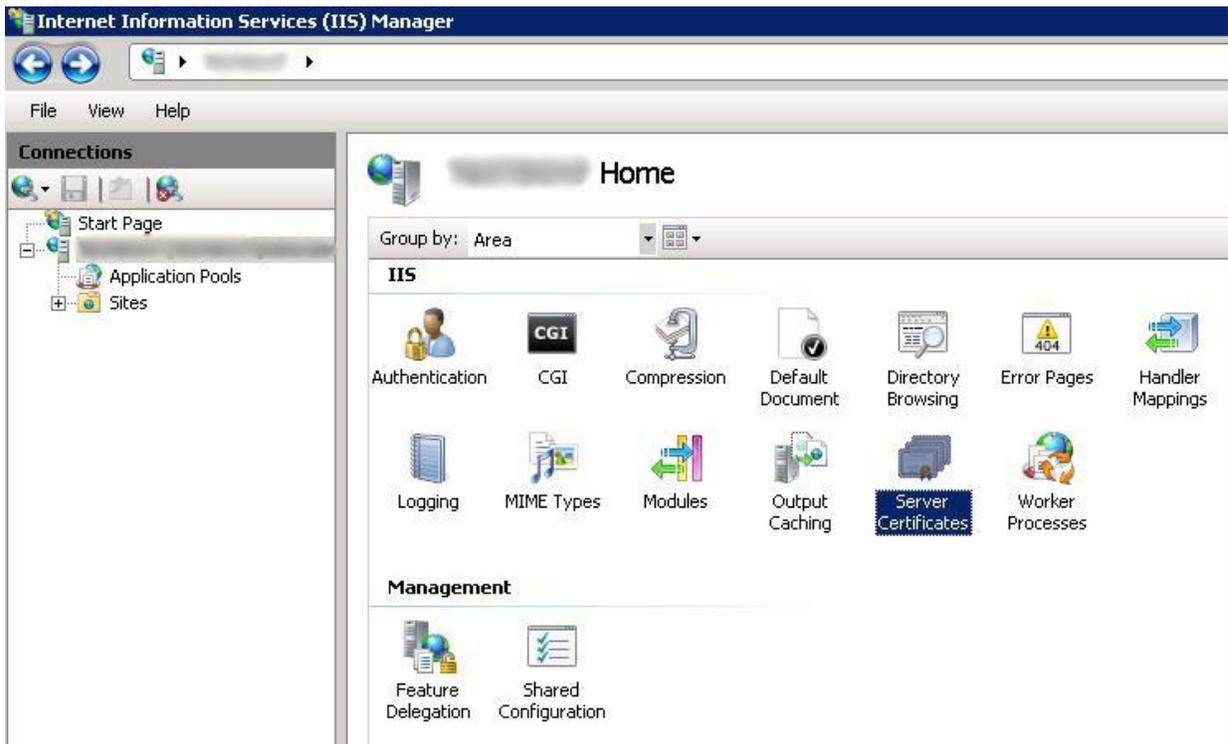
Continue with [Upload the APNs Certificate to ZENworks Mobile Management](#).

# Generating an APNs Certificate from Windows Server 2008

The following instructions are for generating an APNs certificate from Windows Server 2008 by using Internet Information Services (IIS) Manager version 7. You can skip this section if you use Windows Server 2003. Instructions for 2003 are in another section of this document.

## Creating the Certificate Signing Request (CSR) from IIS Manager 7

1. Select **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Select the server name in the left panel, then double-click the **Server Certificates** option in the *Security* section of the menu.



3. From the *Actions* menu in the right panel, select **Create Certificate Request**. This starts the Request Certificate Wizard.



4. Enter the following in the **Distinguished Name Properties** window:
  - **Common name** – Enter a valid Apple ID. This does not need to be an Apple Developer account ID, but you should use an Apple ID that has been designated for managing the corporate APNs certificate. The Apple ID might be in the form of an email address, or possibly a display name.
  - **Organization** – The legal name of your organization
  - **Organization unit** – The department within your organization
  - **City/locality** – City in which your organization is located
  - **State/province** – Abbreviation for the state or province in which your organization is located
  - **Country/region** – Abbreviation for the country or region in which your organization is located

**Request Certificate** [?] [X]

**Distinguished Name Properties**

Specify the required information for the certificate. State/province and City/locality must be specified as official names and they cannot contain abbreviations.

Common name:

Organization:

Organizational unit:

City/locality:

State/province:

Country/region:

Previous Next Finish Cancel

5. Select **Next**.
6. In the **Cryptographic Service Provider Properties** window, accept the default setting, **Microsoft RSA SChannel Cryptographic Provider**. In the **Bit length** field, select **2048** for the encryption level. Click **Next**.

**Request Certificate** [?] [X]

**Cryptographic Service Provider Properties**

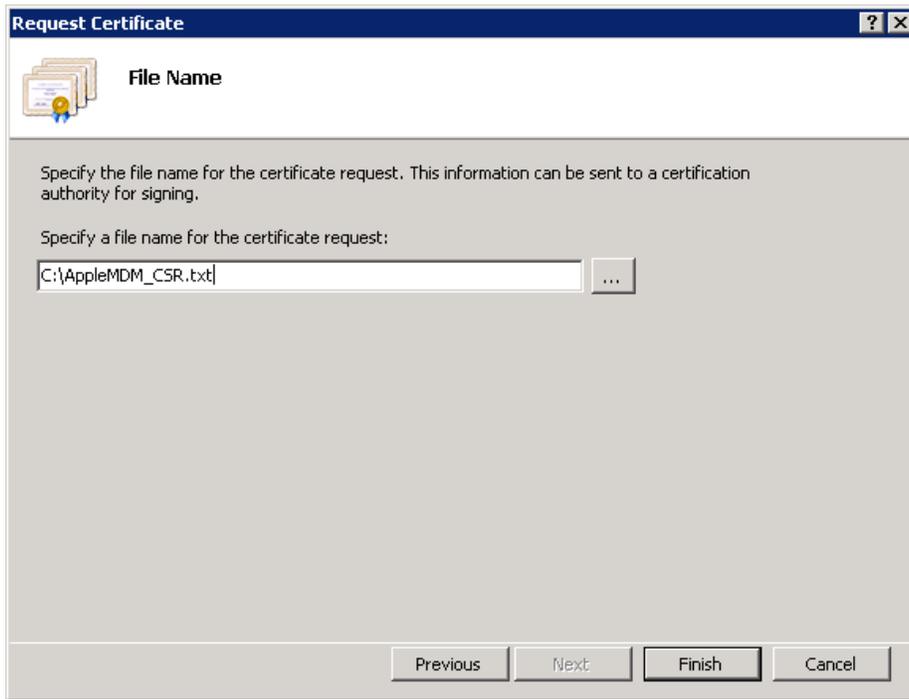
Select a cryptographic service provider and a bit length. The bit length of the encryption key determines the certificate's encryption strength. The greater the bit length, the stronger the security. However, a greater bit length may decrease performance.

Cryptographic service provider:

Bit length:

Previous Next Finish Cancel

7. In the *File Name* window, save the CSR to your computer. Record the location and filename. Click **Finish**. This is the file you will upload to the *ZENworks Mobile Management Certificate Request Portal*.

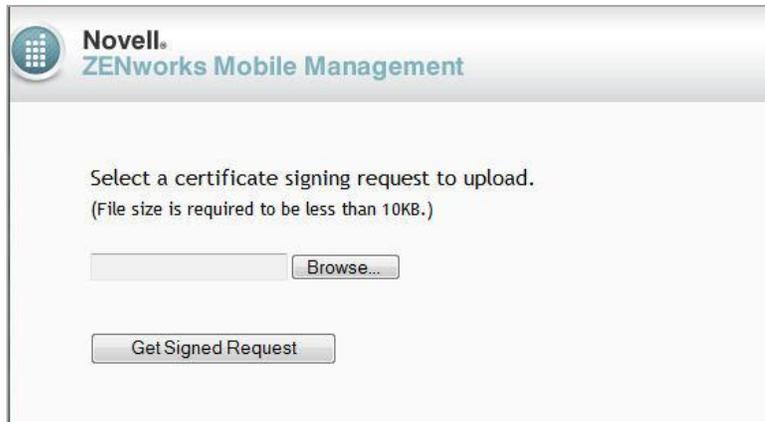


## Uploading the CSR to the ZENworks Mobile Management Certificate Request Portal

The CSR file you generated by using IIS must be signed by Novell before you can upload it to the Apple Push Certificates Portal. You need:

- Access to the CSR file
- Your Novell login credentials

1. Navigate to the *ZENworks Mobile Management* Certificate Portal at: <https://zmmupdate.novell.com/apn>



2. Browse to select the CSR file.
3. Click **Get Signed Request**.
4. Save the signed request.

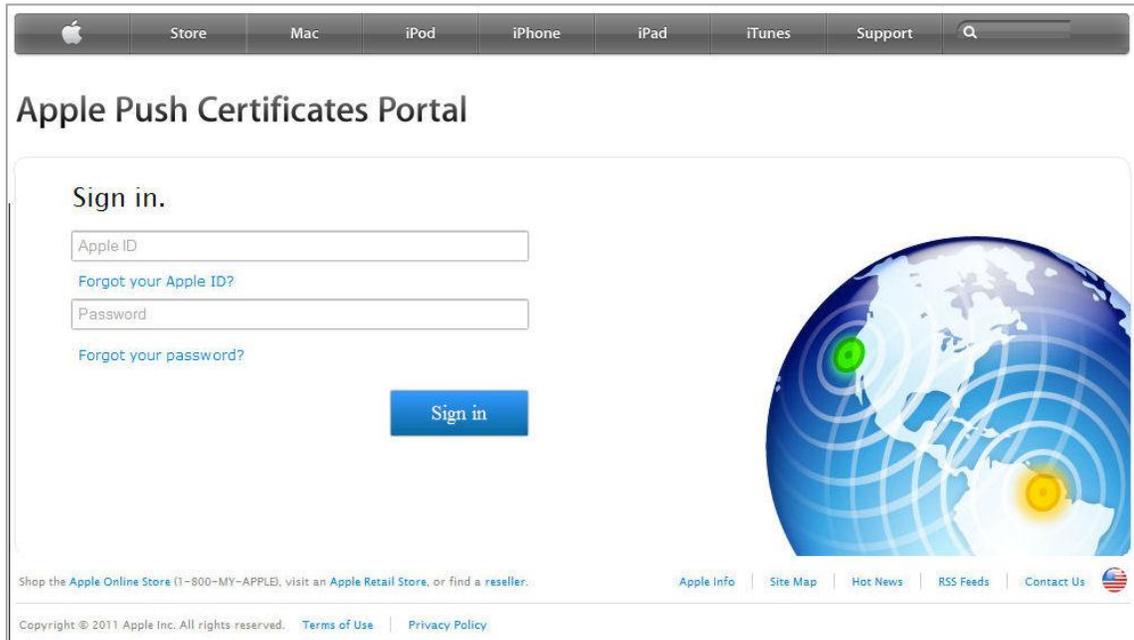
You are now ready to upload the signed *ZENworks.request* file (the intermediate certificate) to the Apple Push Certificates Portal.

## Uploading the Intermediate Certificate to the Apple Push Certificates Portal

At the Apple Push Certificates Portal, you accept a license agreement and upload the intermediate certificate that you downloaded from the ZENworks Mobile Management Certificate Portal. A new Apple signed push certificate is created for you to download.

1. Browse to the Apple Push Certificates portal at: <https://identity.apple.com/pushcert/> .

2. Log in by using your Apple ID and password. This does not need to be an Apple Developer account ID, but you should use an Apple ID that has been designated for managing the corporate APNs certificate.



3. Select **Create a Certificate**.



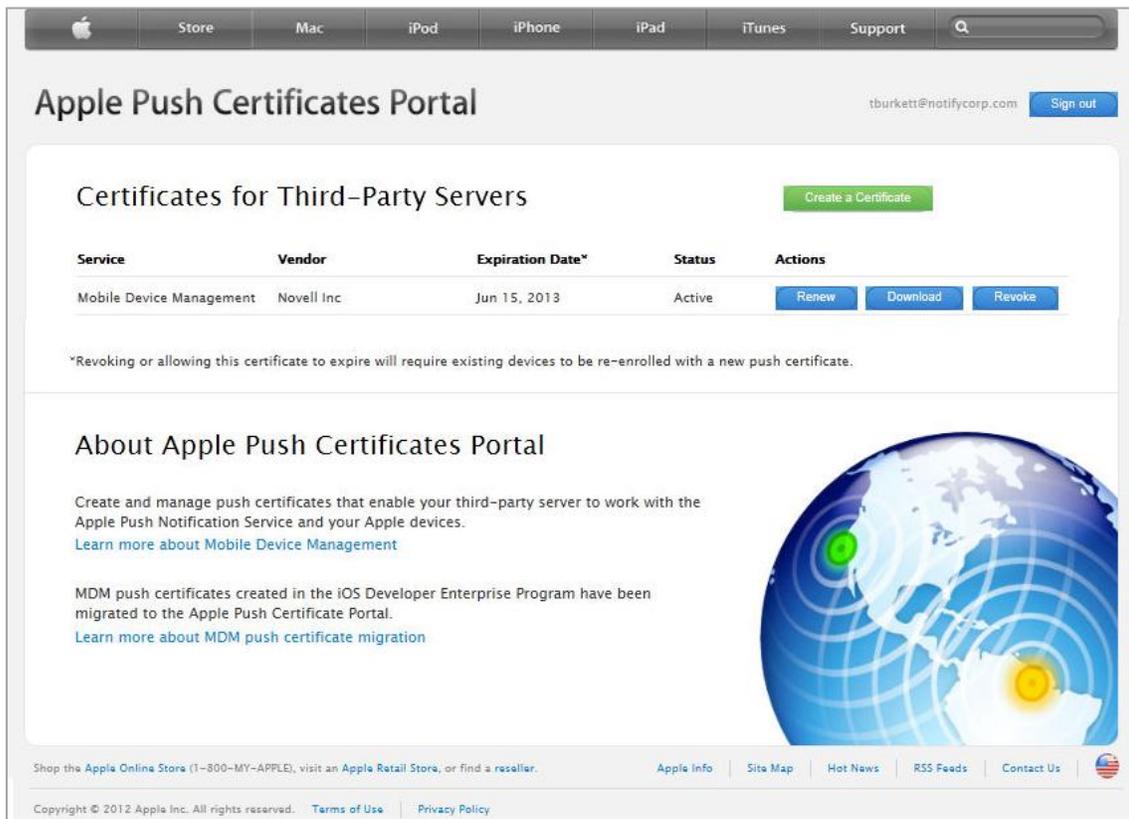
4. Read the *Terms of Use* and accept the End User License Agreement.

The screenshot shows the 'Terms of Use' page on the Apple Push Certificates Portal. The page header includes the Apple logo, navigation links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support, and a search bar. The user is logged in as 'devteam@notifycorp.com' with a 'Sign out' button. The main heading is 'Terms of Use'. Below it, a warning states: 'PLEASE READ THE FOLLOWING LICENSE AGREEMENT TERMS AND CONDITIONS CAREFULLY BEFORE DOWNLOADING OR USING THE APPLE CERTIFICATES. THESE TERMS AND CONDITIONS CONSTITUTE A LEGAL AGREEMENT BETWEEN YOUR COMPANY/ORGANIZATION AND APPLE.' The section is titled 'MDM Certificate Agreement (for companies deploying mobile device management for iOS products)'. Under 'Purpose', it explains that the user's company or organization wants to use MDM Certificates for mobile device management. Section '1. Accepting this Agreement; Definitions' includes '1.1 Acceptance', which states that the user must agree to the license agreement before using the certificates. A checkbox is checked with the text 'I have read and agree to these terms and conditions.' Below this are links for 'Printable Version >', 'Decline', and 'Accept'. A globe graphic with signal waves is on the right. The footer contains links to the Apple Online Store, Retail Store, reseller, Apple Info, Site Map, Hot News, RSS Feeds, Contact Us, and a US flag. Copyright information for 2011 Apple Inc. is also present.

5. Select and upload the intermediate certificate you downloaded from the *ZENworks Mobile Management Certificate Portal*.

The screenshot shows the 'Create a New Push Certificate' page on the Apple Push Certificates Portal. The page header is identical to the previous screenshot. The main heading is 'Create a New Push Certificate'. Below it, the instruction reads: 'Upload your Certificate Signing Request signed by your third-party server vendor to create a new push certificate.' There is a file selection field with a 'Browse...' button. Below the field are 'Cancel' and 'Upload' buttons. A globe graphic with signal waves is on the right. The footer contains the same links and copyright information as the previous screenshot.

- When the upload has finished, a new certificate for *ZENworks Mobile Management* appears. Select **Download** to download the Apple signed certificate.



You are now ready to complete the CSR and export the APNs certificate to the *ZENworks Mobile Management* server.

## Completing the Certificate Request from IIS Manager 7

1. Return to **Internet Information Services (IIS) Manager > Server Certificates** and select **Complete Certificate Request** from the *Actions* menu in the right panel. This starts the Complete Certificate Request Wizard.

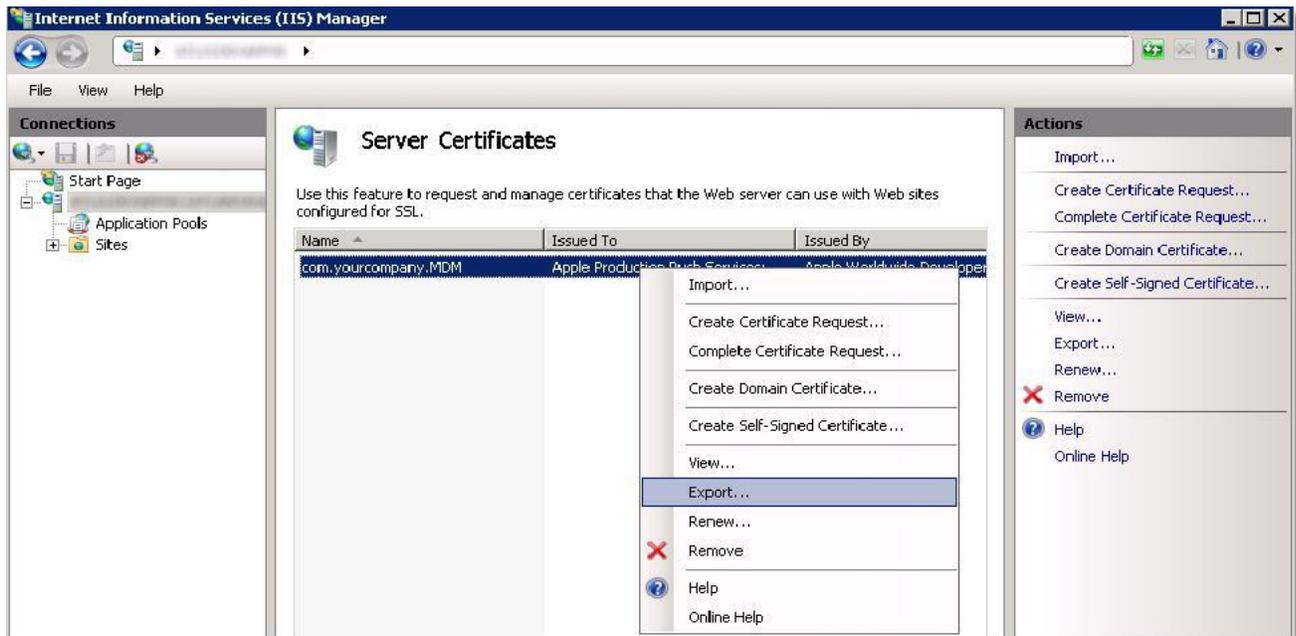


2. Browse to the *aps\_production\_identity.pem* file that was provided by Apple and enter a friendly name. This is simply a label you give the certificate to easily distinguish it. You might want to give it a name in which your company is identified.

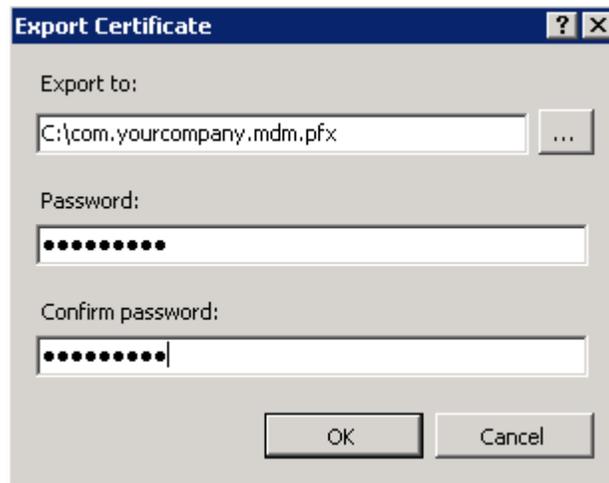


3. Select **OK** to install the certificate to the server. You should see the certificate listed in the center panel of *Server Certificates*.

4. Export the certificate so that it can be uploaded to *ZENworks Mobile Management*. Right-click the certificate you just installed and select **Export**.



5. Save the file to your Desktop in the .pfx format. You must set a password. You will need this password when you upload the certificate to *ZENworks Mobile Management*.



You have successfully generated your APNs certificate.

Now you are ready to upload the certificate to *ZENworks Mobile Management*. You need the following:

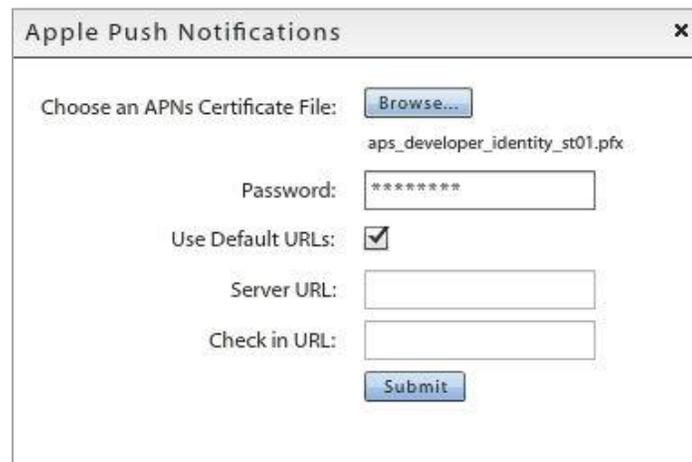
- APNs certificate file (.pfx format)
- The password you set when exporting the certificate

Continue with [Upload the APNs Certificate to ZENworks Mobile Management](#).

# Uploading the APNs Certificate to ZENworks Mobile Management

This section explains how to upload the APNs certificate to *ZENworks Mobile Management* by using the *ZENworks Mobile Management* dashboard. You need:

- APNs certificate file (the .pfx format)
  - The password you set when exporting the certificate
1. Log in to the *ZENworks Mobile Management* dashboard and select the **System** view.
  2. Select **Organization** from the left panel.
  3. Click the **Upload** button next to the **APNs Certificate** field.



The screenshot shows a dialog box titled "Apple Push Notifications" with a close button (X) in the top right corner. Inside the dialog, there are several input fields and buttons:

- "Choose an APNs Certificate File:" followed by a "Browse..." button. Below this, the filename "aps\_developer\_identity\_st01.pfx" is displayed.
- "Password:" followed by a text input field containing seven asterisks "\*\*\*\*\*".
- "Use Default URLs:" followed by a checked checkbox.
- "Server URL:" followed by an empty text input field.
- "Check in URL:" followed by an empty text input field.
- A "Submit" button at the bottom center.

4. Click the **Browse** button, then navigate to and select the APNs certificate file (.pfx format).
5. Enter the password you set when exporting the certificate.
6. Select the **Use Default URLs** box.

If you did not access the dashboard externally, do not use the default check box. Enter the *Server URL* and *Check in URLs* manually, in the format **Error! Hyperlink reference not valid.**

7. Click the **Submit** button.

After you have uploaded an APNs certificate, it appears under the APN Certificate field on the dashboard in the format `com.apple.mgmt.<random string>` (Enabled)

APNs Certificate:   
`com.apple.mgmt.External.115ggh79-1t2d-417t-85022-6b100910412` (Enabled)

8. Click **Save Changes** when you are finished.

Your *ZENworks Mobile Management* server is now able to trigger iOS devices with push notifications and use the built-in Apple MDM protocol.

## Updating the APNs Certificate

1. Log in to the *ZENworks Mobile Management* dashboard and select the **System** view.
2. Select **Organization** from the left panel.
3. Click the **Edit** button next to the **APNs Certificate** field and make the needed changes. You can change/disable/delete the APNs certificate or edit the URLs if necessary.

Apple Push Notifications

Choose an action:

- Change APNs Certificate
- Disable APNs Certificate
- Delete APNs Certificate

Choose an APNs Certificate File:

Password:

Use Default URLs:

Server URL:

Check in URL:

4. Click the **Submit** button.
5. Click **Save Changes** when you are finished.

**Tip:** You might want to test APNs functionality after an update to the certificate by manually updating the APN profile on a device. Open *ZENworks Mobile Management* on an iOS device and tap **Config > Load Configuration Profile**. The device installs the initial profile and, after a brief delay, it prompts for the user's Exchange password. If the prompt for Exchange credentials does not occur, resetting IIS might resolve issues preventing the APNs from processing.

# Renewing an APNs Certificate

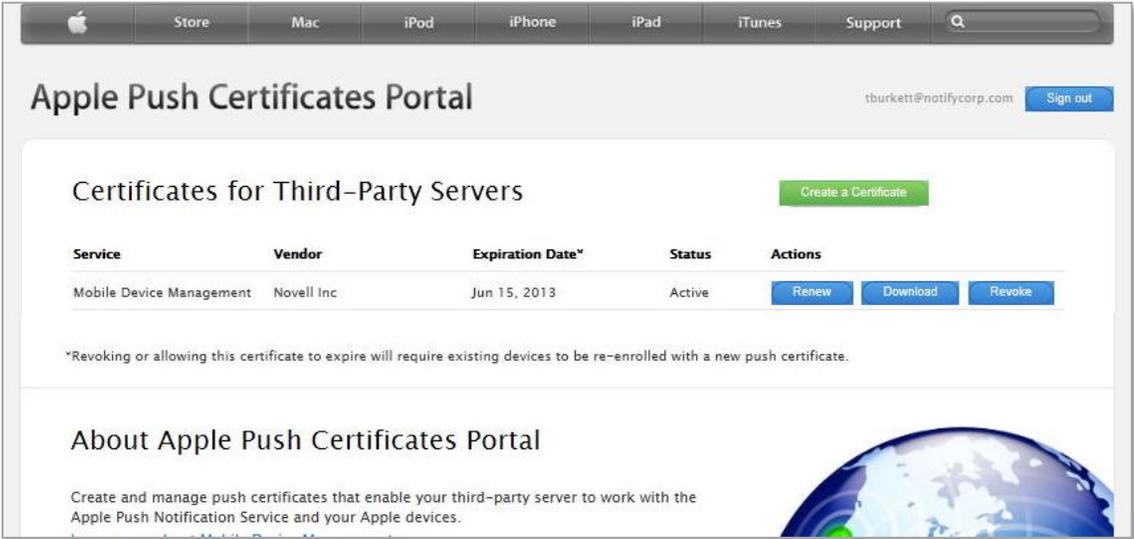
The Apple Push Notification service (APNs) certificate must be renewed annually. Organizations should keep track of the certificate's expiration date, because there is no automatic renewal notification as the expiration date approaches.

Follow the instructions below to renew the APNs certificate that was generated from the Apple Push Certificates Portal or from Apple's iOS Developer Enterprise Program (iDEP).

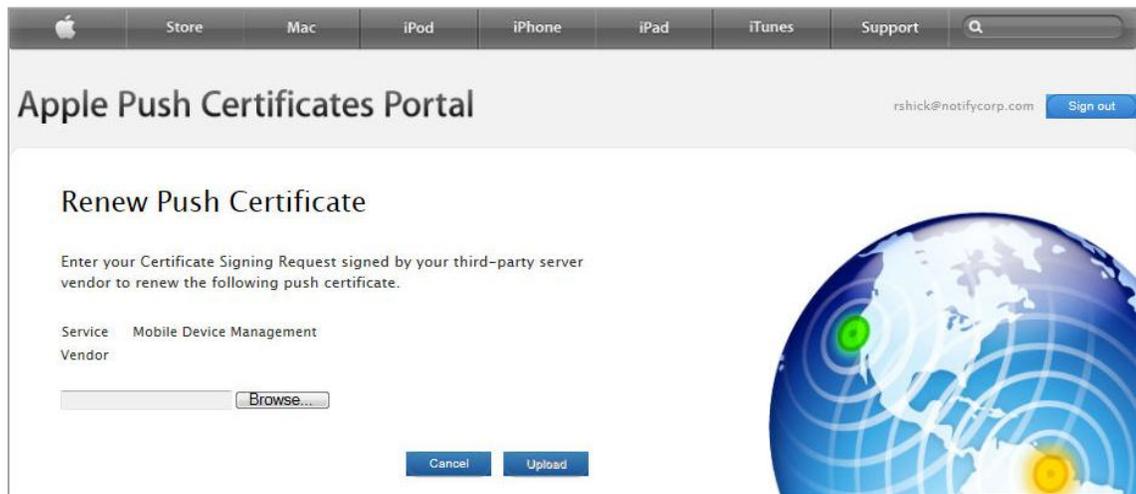
Essentially, you follow the same process used to obtain the original certificate. The only difference is in the steps taken on the Apple Push Certificates Portal (Steps 4-6 below.)

To renew an APNs certificate:

1. Create a new Certificate Signing Request (CSR) by using IIS Manager (See the complete instructions: [IIS Manager 6](#) or [IIS Manager 7](#))
2. Upload the CSR to Novell's ZENworks Mobile Management Certificate Request Portal. Click **Get Signed Request** and save the signed request file. See the [complete instructions](#) on page 21.
3. Go to the Apple Push Certificates Portal at <https://identity.apple.com/pushcert/> .
  - If you originally obtained the certificate from the Apple Push Certificates Portal, log in with the Apple ID you used to generate the certificate.
  - If you originally obtained the certificate through iDEP, log in with the Apple ID for the iDEP Agent account.
4. On the page where your certificate is listed, click the **Renew** button next to the APNs certificate you are renewing.



5. On the *Renew Push Certificate* page, click the **Browse** button and select the .plist file to upload. Click **Upload**.



6. The page where certificates are listed displays the certificate with a new expiration date. Click the **Download** button next to the renewed certificate to download it and save it as a .pem file.
7. Use IIS to complete the CSR (See the complete instructions: [IIS Manager 6](#) or [IIS Manager 7](#))
8. From the *ZENworks Mobile Management* server dashboard, upload the renewed certificate.

Select **System > Organization**.

Click the **Edit** button next to the **APNs Certificate** field and choose **Change APNs Certificate**. (See complete [instructions: Updating the APNs Certificate](#)).