Abaco Systems - Avionics
Technical Support Note
21-Oct-2021

Symptom: When attempting to verify the digital signature embedded in an Abaco-provided EXE or DLL file under Microsoft™ Windows™, you observe one of the following error messages:

> "Unknown publisher"
> "The certificate in the signature cannot be verified"
> "Windows does not have enough information to verify this certificate"

Solution: Validation of a digital signature embedded in a file that was released by Abaco Systems Avionics after 15-Sep-2021 requires prior installation of the DigiCert® Trusted Root G4 certificate. This certificate is typically installed automatically on internet-connected computers that are running an up-to-date version of Windows.

Manual installation of the certificate may be required if your computer is running an older version of Windows or is disconnected from the internet.

To manually install the required certificate:

1. Copy the file "DigiCertTrustedRootG4.crt" (located in the same folder as this document) into a new empty folder on your computer (for example, "c:\myfolder").
2. Press and release the Windows key on your keyboard.
3. Start typing "command prompt" and a "Command Prompt" option will appear within Search results.
4. Right-click "Command Prompt" and select "Run as administrator" to open an elevated command prompt window.
5. Assuming "c:\myfolder" is the folder from step 1, type the following command in the "Command Prompt" window and press <Enter>:
   cd "c:\myfolder"
6. Type the following command and press <Enter>:
   certutil -addstore root DigiCertTrustedRootG4.crt
7. Verify that the message "CertUtil: -addstore command completed successfully." was displayed.
8. Type the following command and press <Enter>: exit

If you have any questions or require additional assistance, please contact our Technical Support group at avionics.support@abaco.com.