Installing PRTG Wildcard certificate from DigiCert

This guide requires that you have a wildcard (*.domain.com) SSL certificate issued by DigiCert.

1. On your Digi management page, select "Support" and "Get certificate utility for Windows"
2. Run the software on the PRTG-server and press "Create CSR". You will need this later on when issuing the duplicate certificate.
3. Create a new duplicate certificate on your Digi management page by pressing "Get a duplicate".

4. Paste the CSR-code into the text-field, select "Apache" as your server software and enter the subdomain that you intend to use.


5. Press ""Process Duplicate WildCard Cert"

6. Wait for a few minutes and the certificate will be available for download under "My Order" -> mydomain.com.

7. Choose to download as per image.

8. Stop your PRTG Core Service

9. Make a backup of all existing files under "PRTG Program Folder\PRTG Network Monitor\Cert"
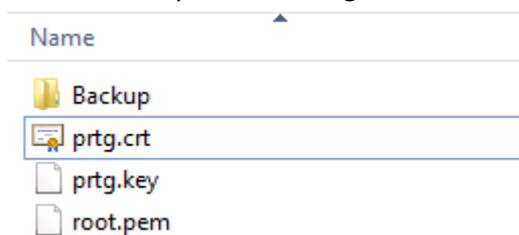
10. Copy DigiCertCA.crt to the Cert-folder and rename it to root.pem
11. Copy wildcard_mydomain_com.crt to the Cert-folder and rename it to prtg.crt
12. Open DigiCert Tool again and Import the new prtg.crt-file. Assign the FQDN of the PRTG-server as a friendly name, like prtg.mydomain.com
13. Mark your certificate and press "Export Certificate".
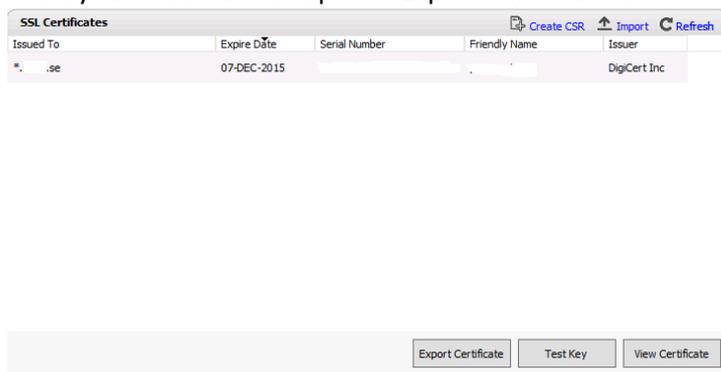
14. Save the file in the PRTG Cert-folder as "prtg.key"
15. Start your PRTG-server again.

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