

## SGS Digital Signature FAQ

### 1. What is Digital Signature?

A: **Digital Signature** (Also called as public digital signature, electric signature), is neither to scan the signature into digital image, nor to inscribe the signature in the report. Digital signature utilizes public key encryption to verify digital information such as documents, emails and macro. Digital signature has:

- Verification: helps to verify the subscriber oneself.
- Integrity: helps to confirm that no changes or falsifications made to the content after signature attached.
- Non-repudiation: helps to prove the source of content.

### 2. What is the purpose of digital signature in the report?

A: The purpose of digital signature is to protect the report. Users can immediately identify whether or not SGS issues the document to prevent falsified reports.

### 3. When does SGS start adding digital signature into the report?

A: Digital signature will be added to all testing PDF reports which samples sent to SGS RSTS Department since November, 2012, or the modification report issued since November, 2012.

### 4. What software is required to open the PDF files containing digital signature?

A: Adobe Acrobat Reader 10 or above required to function the digital signature.

Please go to Adobe official downloading website to obtain free software. The download URL:

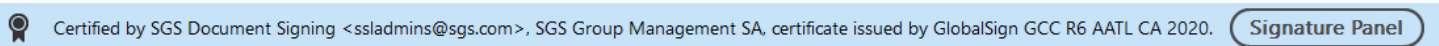
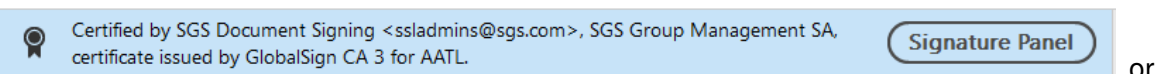
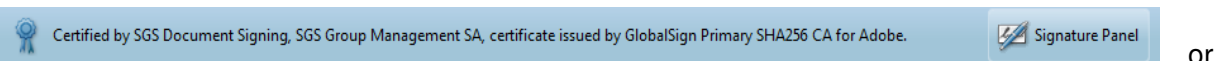
<http://www.adobe.com/products/reader.html>

### 5. If the client used old Adobe Acrobat Professional Version, will the new Reader version replace old one?

A: No, there will be two independent software.

### 6. What will be shown on the verified SGS digital signature report?

A: On opening a PDF report, you will see the SGS digital signature banner in PDF reader information bar as below:



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That means:

1. The report is issued by SGS.
2. The report is not modified during its transfer

Remark: **there is no digital signature displayed on SGS RSTS official website.**

### 7. Is it possible to sign an additional signature to PDF files already containing digital signature?

A: If an additional signature processed to PDF files already containing digital signature, the file will be regarded as altered condition. Therefore, please avoid this action.

### 8. What will be shown on damaged digital signature report?

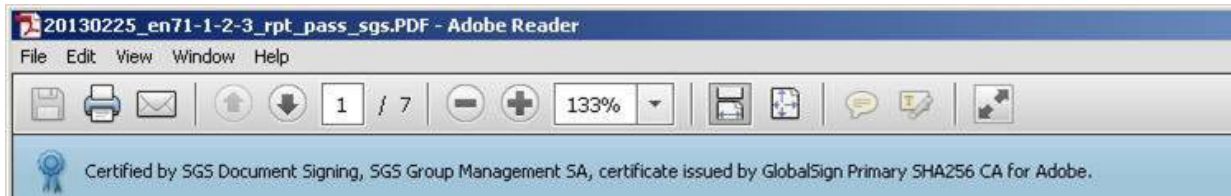
A: There are many ways of damage, which can't be listed one by one. The common display of damaged digital signature is that after opening the report, it is found that the information bar identification of PDF reader will change into the following form, or there is no indication, etc



### 9. Is it different DSS certification information shown in different Adobe reader version?

A: Yes. There is a little difference. Please refer to the following pictures:

Picture 1 opened with Adobe reader X, picture 2 opened with Adobe reader 9.



### 10. If you meet the following issues on opening a report containing digital signature

- 1) It gets slowly to opening, about 30~60 second.
- 2) It gets a proxy server validation window.

A: Please contact with IT department of your company to check whether you have access rights to the links below: <http://crl.adobe.com/cds.crl>, <http://crl.globalsign.com/gsgsprmsha2adobe.crl>

If you have no access rights, you may open report after your internet connection is turned off.

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