

# Fixing Generic Certificate Issues

## Download and Install TQSL

1. Download and install TQSL 2.0.x
2. <http://www.arrl.org/tqsl-download>
3. You do not have to uninstall old versions of TQSL software.

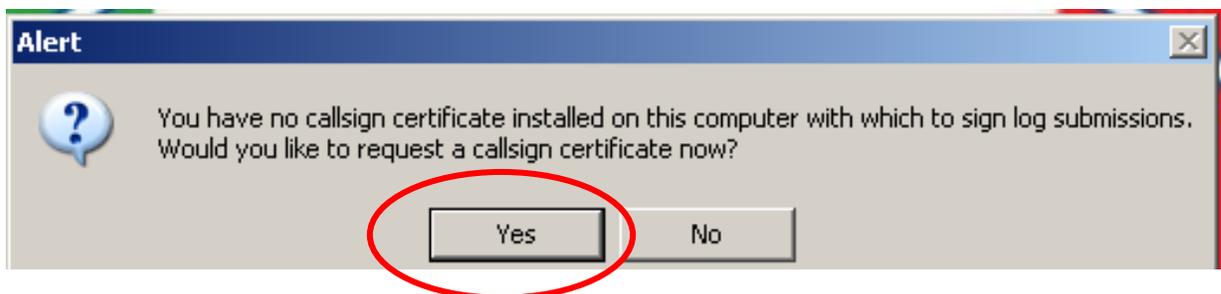
## Delete Your Problematic Call Sign Certificate

1. After you have installed the Trusted QSL software you will have one program icon on your desktop.

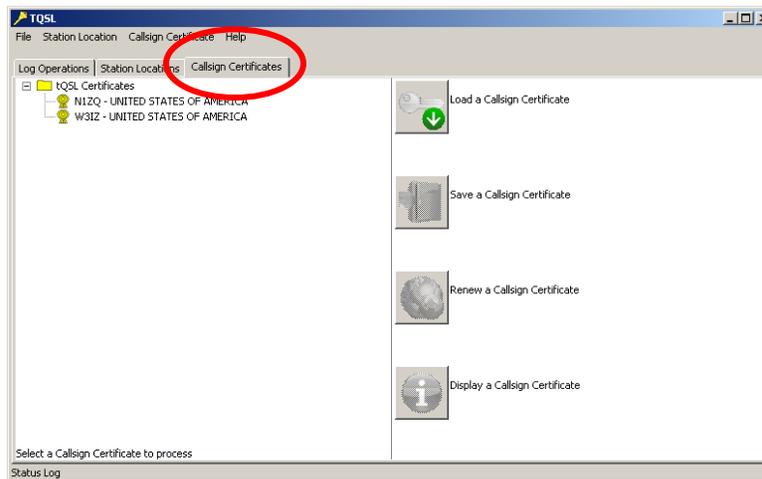


2. Open the **TQSL** program by double clicking the icon on your desktop.

***If*** you get an alert stating that you have no certificates and asked if you would like to request a certificate...



...Click **YES** and continue to **Requesting A New Certificate.**



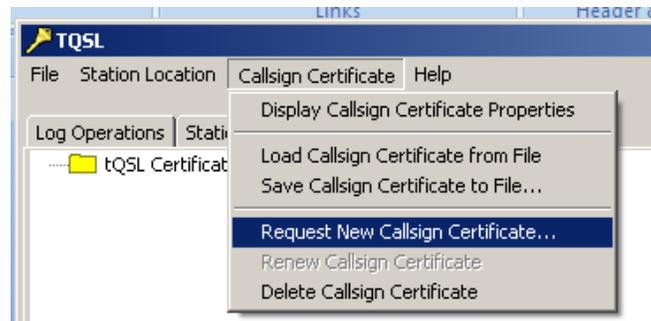
3. In the TQSL window, click on the **Call Sign Certificates** tab.



4. Highlight the problematic certificate by clicking on it one time.

5. Select **Call Sign Certificate** from the tool bar then select **Delete Call Sign Certificate**.

# Request A New Call Sign Certificate



1. After deleting the old certificate select **Callsign Certificate** from the tool bar then select **Request New Callsign Certificate**.



2. Enter your **CURRENT CALL SIGN** without any portable identifiers.
3. This is your primary call sign. Later you will be able to request certificates for additional or secondary call signs such as old calls or portable calls.
4. Use the drop down menu to select the DXCC entity that matches your call and where you are operating.

If you hold a **KH6** or **KL7** call sign and

- Your FCC address is Hawaii or Alaska then your DXCC entity will be Hawaii or Alaska.
- Your FCC address is in the continental United States then your DXCC entity will be United States of America.



**DL stations:**

Your DXCC entity is **Federal Republic of Germany (FRG)**.

From DXCC Deleted Countries notes.

<sup>18</sup> (DA-DM) Only contacts made September 16, 1973, and before, count for this entity. Contacts made September 17, 1973, and after, count as either FRG (DA-DL) or GDR(Y2-Y9).

<sup>19</sup> (DM, Y2-Y9) Only contacts made from September 17, 1973 and October 2, 1990 count for this entity. On October 3, 1990 the GDR became part of the FRG.

For DXCC prior to Sept 17, 1973 West Germany was GERMANY

If you operated from any of the German nations prior to September 17, 1973 this is what you will have to do:

1. First you will get your primary UNSIGNED certificate DL#xxx starting September 17, 1973 and the country will be Federal Republic of Germany.
2. After the certificate is process and you have the gold ribbon in TQSL CERT Next you will request a SIGNED certificate from the date you received the call sign (after November 11, 1945) until Sept 16, 1973 for DL#xxx and the country will be GERMANY.
3. Ops from the former East Germany will have to get a third certificate to cover the time from Sept 17, 1973 until October 2, 1990 when they were **German Democratic Republic (GDR)**

The QSO Date Range will determine which QSOs in your log can be uploaded to Logbook of The World.

It is important that you enter correct information.

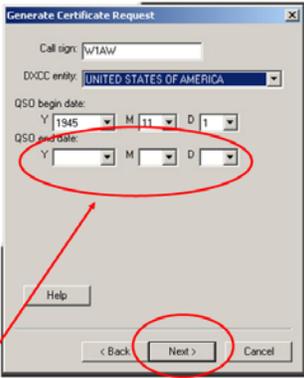


The screenshot shows a dialog box titled "Request a new Callsign Certificate". It contains the following fields:

- Call sign: W1AW
- DXCC entity: UNITED STATES OF AMERICA
- QSO begin date: Y 1945 M 11 D 1
- QSO end date: Y M D

A red arrow points to the year dropdown in the QSO begin date field.

1. QSO **BEGIN** date should be the date that this call sign was first issued to you. If you are unsure of this date then use the earliest date in your log for QSOs using this call sign.
  - Do not use today's date.
  - This may not necessarily be the date you were first licensed if you held another call prior to your current call sign.



The screenshot shows a dialog box titled "Generate Certificate Request". It contains the following fields:

- Call sign: W1AW
- DXCC entity: UNITED STATES OF AMERICA
- QSO begin date: Y 1945 M 11 D 1
- QSO end date: Y M D

The QSO end date field and the "Next >" button are circled in red. A red arrow points to the QSO end date field.

Leave blank for currently active call signs.

**Currently active calls will not have a QSO END DATE. Entering a QSO END DATE for a current call will limit the QSOs that can be uploaded for this call.**

The image displays two sequential screenshots of a 'Generate Certificate Request' dialog box. The first screenshot shows the address information fields filled out: Name (Hiram Percy Maxim), Address (225 Main St.), City (Newington), State (CT), Zip/Postal (06111), and Country (USA). The second screenshot shows the email address field filled out with 'w1aw@arrl.org' and a note: 'Note: The e-mail address you provide here is the address to which the issued certificate will be sent. Make sure it's the correct address!'.

2. Enter your name and address. For U.S licensees this must match your FCC address. Click **NEXT**.

3. Enter your e-mail address.

- Make sure that your e-mail provider allows attachments. You will receive your TQ6 certificate file, username and website password in an e-mail.



## This next step is optional.

A password is recommended if you use a public computer or run LoTW/TQSL with a portable computer.

If you choose to use a private key password please write it down so you do not forget it.

If you lose or forget this password ARRL cannot help you.

To fix a lost private key password, you will need to apply for a new certificate.



4. Enter a password if you choose this option.

- You may leave this blank for no password. (Recommended)
- Remember that if you lose or forget this password we cannot help you.

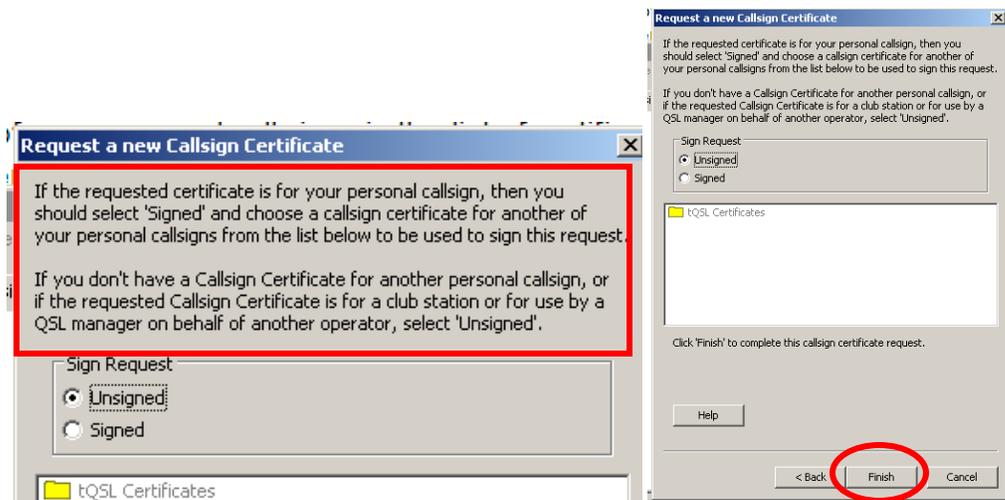
5. Click **NEXT**

## Signed or Unsigned

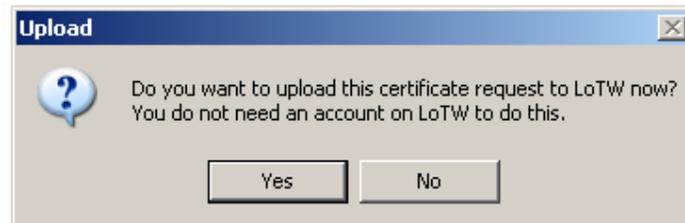
**If** the requested Call Sign Certificate is for your personal call sign, then you should select **signed** and choose a Call Sign Certificate for another of your personal call signs in the list of certificates in the TQSL Certificate Request window to be used to sign this request.

**If** you do not have a Call Sign Certificate for another personal call sign or if this request is for a **club station** or for use by a **QSL manager** on behalf of another operator then select **unsigned**.

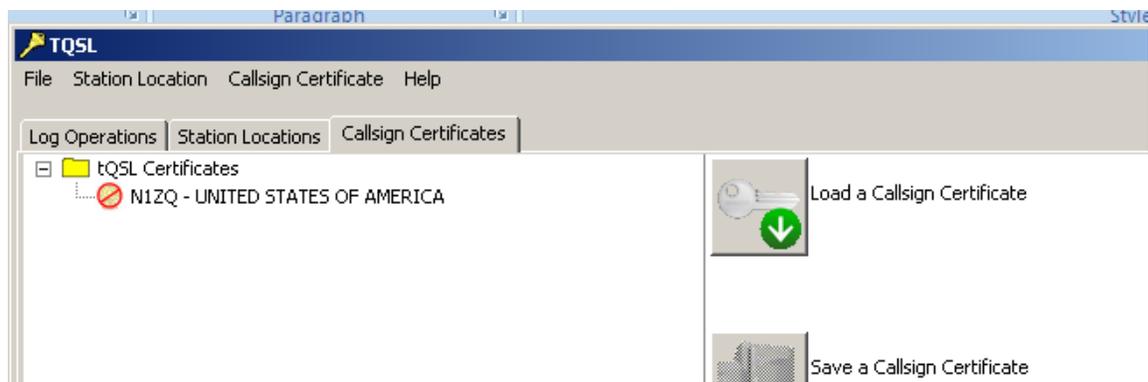
**If** this request is for a secondary call sign that belongs to you such as an old call, portable call or any other call **that belongs to you**, not your club or your friend or a DXpedition, then this will be **signed** by your primary Call Sign Certificate.



6. Be sure that appropriate button **signed** or **unsigned** has been checked.
7. Click **Finish**.



8. You will be asked if you want to send this request to LoTW. If you have an internet connection then click **YES** and the request will be uploaded to the LoTW server.



When done correctly your TQSL CERT window should look like this with a slashed red circle “Do Not Enter” sign, your call sign and your DXCC entity.

**It is important that you do not delete or move or rename any files or folders. Do not delete the red slashed circle.**

*Postcards and documents are used only during the initial account set up and are not required once you have established your LoTW account.*

Your new certificate request will be processed the same business day it is received or the next business day if uploaded on a weekend or holiday.

Your new TQ6 file will arrive via e-mail. Save the file from the e-mail and use the **Load a Call Sign Certificate** icon in TQSL to load the TQ6 file.

Complete detailed instructions for loading a TQ6 file can be found at [www.arrl.org/instructions](http://www.arrl.org/instructions)

Instruction #4 - Accept Your Call Sign Certificate (TQ6)

If you have no station locations then you will make a station location after accepting your TQ6 file.

[www.arrl.org/instructions](http://www.arrl.org/instructions)

Instruction #5 – Create a Station Location

## Option to e-mail the certificate request file (TQ5)

If you answered **NO** to the above question you will have saved a TQ5 file to your folders. You may send that file as an attachment to an e-mail to

[Lotw-logs@arrl.org](mailto:Lotw-logs@arrl.org)

Do not attach anything else to this e-mail or include any message. This e-mail is sent to a robot that only looks to TrustedQSL files.