

## Error Faced:

### Get Certificate Public Key Failed: There was an error while exporting the Key Blob

#### Reasons

1. Required Prerequisites **NxtCryptoSetup** is not available or incorrect setup installed.  
Resolution: Unzip & Install **Key Blob Utility** from download link on your system.
  
2. **Setting up Internet Explorer browser on your Computer System**
  - ✓ Open Internet Explorer browser on your Computer
  - ✓ Go to Menu Bar -> click on Tools -> click on Internet Options
  - ✓ Click on Security tab -> click on Trusted Sites -> click on Sites button (below).
  - ✓ A new window will get opened.
  - ✓ Add Tick Mark appearing ahead of Require Server Verification (https:) for all sites in this zone.
  - ✓ Add website address – https://\*.mcdetenders.com in Add this website to the zone:.  
If the website address is successfully added, you will see the address of the website in the box given.
  - ✓ Click on Close. Trusted sites window will get closed.
  - ✓ Now, click on Custom Level button. Security Settings – Trusted Sites Zone window will get opened.
  - ✓ Click on Reset to: drop down menu ◊ select the Low option -> click on Reset button.  
A warning message will appear. Click on Yes.
  - ✓ Now, click on OK. Security Settings window will get closed.
  - ✓ Now, click on Apply and, then click on OK.
  
3. **Regional Settings on Computer System**
  - ✓ Click on Control Panel in Start Menu.
  - ✓ Select Region and Language settings option.
  - ✓ Select language under Format: drop down box as English (United States).
  - ✓ Set Short Date: as MM/DD/YYYY.
  - ✓ Set Long Date: as Month, Day, Year.
  - ✓ Click on Apply and, then click OK.
  
4. **User Account Settings**
  - For Windows Vista
    - ✓ Click on Control Panel in Start Menu.
    - ✓ Select User Accounts.
    - ✓ Select Turn User Account Control On and Off.
    - ✓ Uncheck Use User Account Control (UNC) to help protect you control.
  - For Windows 7
    - ✓ Click on Control Panel in Start Menu.
    - ✓ Select User Accounts and Family Safety.
    - ✓ Select User Accounts.
    - ✓ Select Change User Account Control Settings.

- ✓ Set it to Never Notify.

Note:

- ♣ Users Procuring digital Certificate Needs to Ensure that they procure a pair of two certificates one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment
- ♣ No changes to be made by the Users using Windows XP except as mentioned below.  
Minimum requirement for usage of SHA-2 Digital Signature Certificates

**1. Minimum OS Requirements:**

- ♣ Windows XP (Service Pack 3)
- ♣ Windows Vista - Business, Enterprise and Ultimate editions.
- ♣ Windows 7 - Professional, Enterprise and Ultimate editions

**2. Browser Requirement:** Internet Explorer 7 and above

**Note:** If you are still facing key blob issue after above settings, please connect to your digital certificate provider.