



AIM New Certificate Process for UAAs

Rashele Wiltzius

October 3, 2023

Updated 10/2/2023

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Housekeeping



Make sure to keep yourself muted unless you have a question



If you have a question, you may either ask over the phone or in the chat



If you want to ask a question, you can virtually “raise your hand” in WebEx

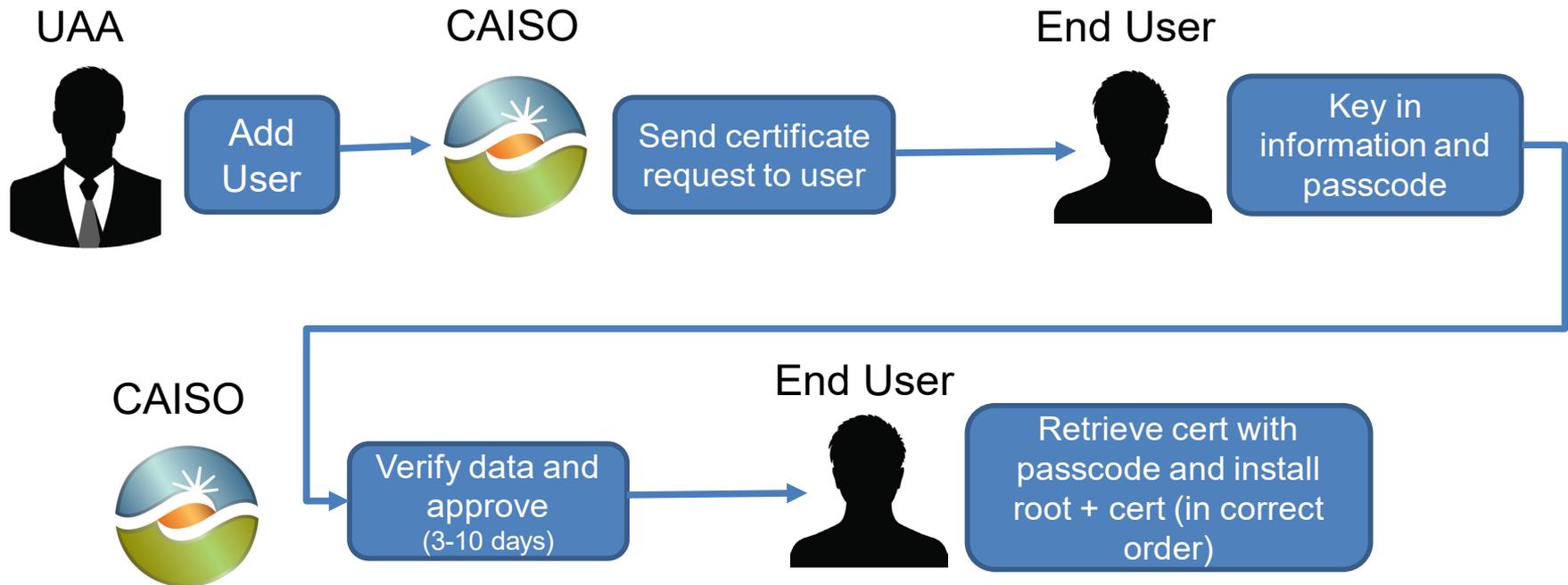
Agenda

In this training, we will:

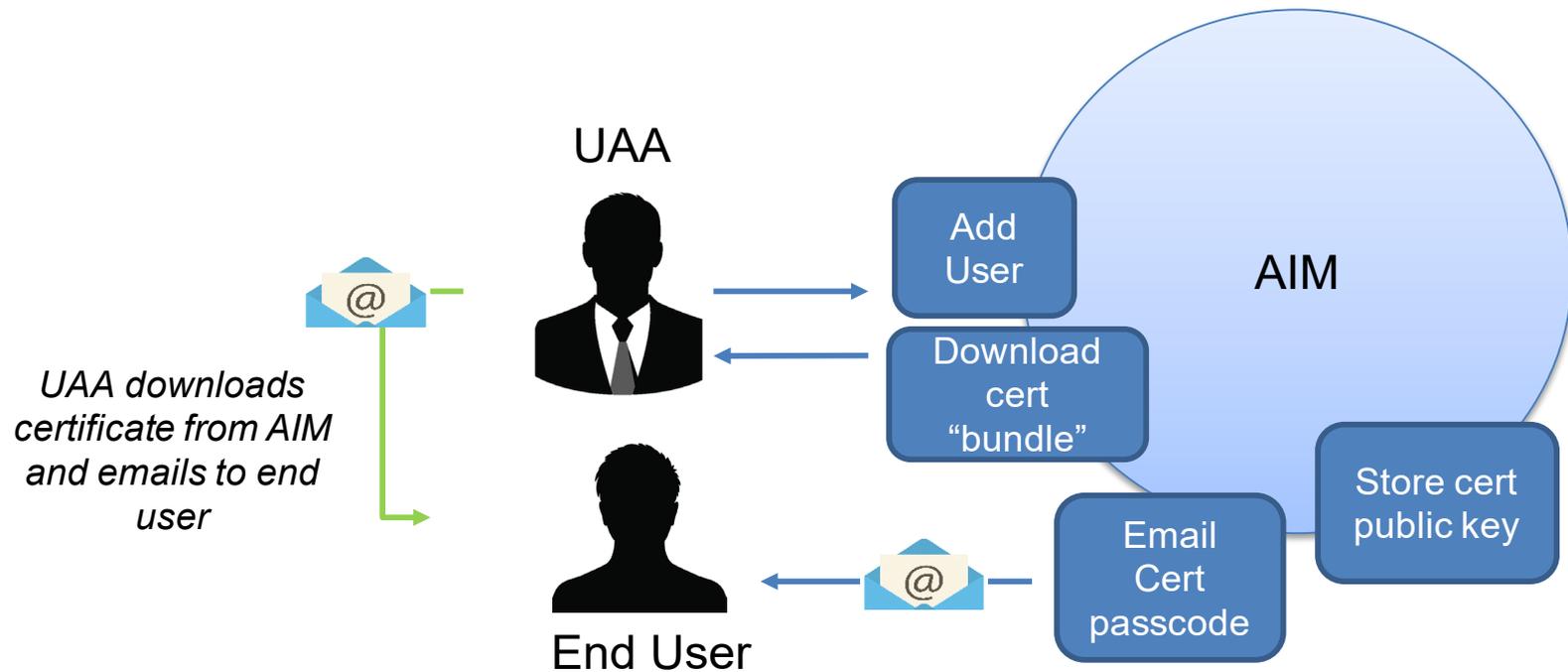
- Learn the differences between the old/current certificate creation and renewal process and the new certificate creation and renewal process
- Look at and discuss an overview of the changes in AIM
- Walk through the new certificate creation and renewal process (demo)
- Discuss next steps



Current Certificate Process



New Certificate Process



Note: Cert "bundle" includes both root and certificate

Reminder

- Remember to “de-duplicate” your user email addresses for best performance!
- Instructions on this process can be found [here](#).

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Release planning analyzes the impact of initiatives

The release planning process assesses market initiative implementation impacts to determine target timeframes, project milestones and other resource considerations. It is a collaborative process between the ISO and market participants to optimize the costs and benefits of the implementation approach prior to committing resources.

Plans and schedules
Implementation Milestones 3/14/2023 11:55

Meetings
Market performance and planning forum
Release user group web conferences

- Market simulation forums - fall 2023 releases
- Market simulation forums - independent 2023 releases

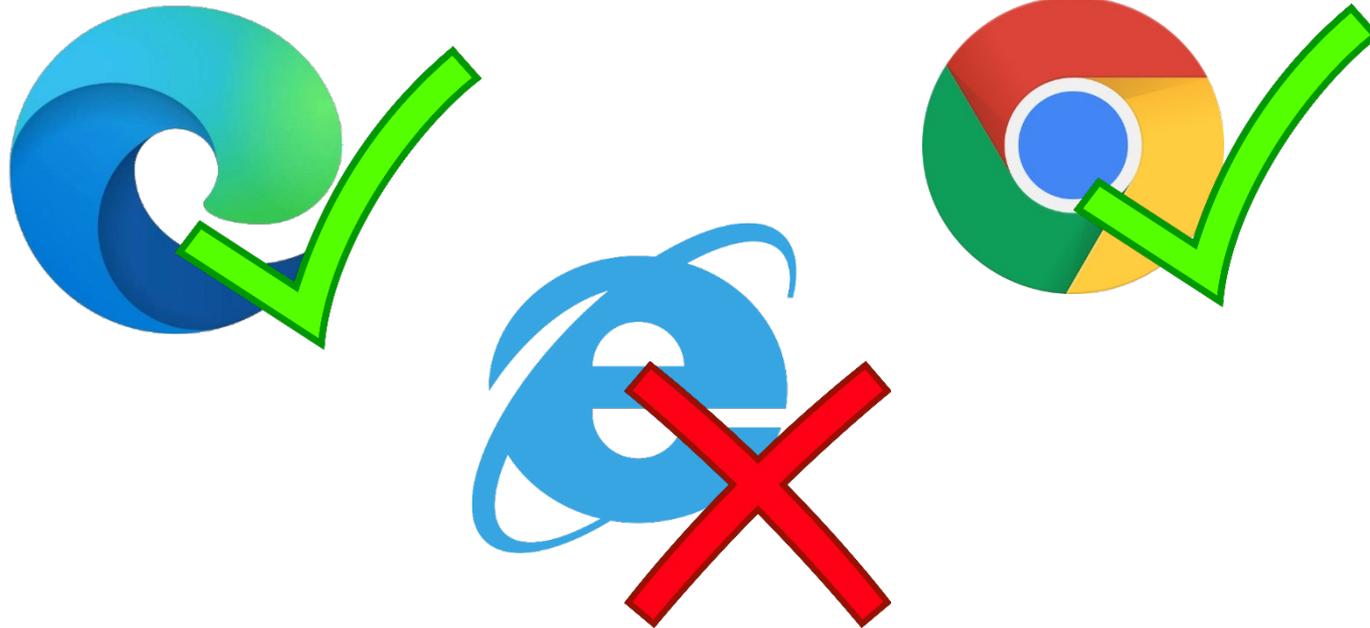
2023 releases

Independent 2023

- Market simulation forums - independent 2023 releases
- Operations notification system
- Operations system improvements enhancements
- Public key infrastructure (PKI) usability
- AIM Email Update and De-duplication Instructions
- WEIM enhancements

Note: For certificates for access to confidential data covered by NDAs, it is important that end users use the email address they provided in their Exhibit A to the NDA their company submitted.

Browsers



Note: if in incognito or private modes are used when downloading certificate as an attachment, it will force you to “Save As”. Otherwise, this behavior does not happen in Chrome or Edge.

OLD AIM Certificate Tab

Certificate Renewal -- 0

aim.caiso.com/aimui/logon.do

California ISO
Shaping a Renewed Future

Access and Identity Management

Users Applications UAAs **Certificate Renewal** Access Request Administration RIMS Agreement Approval

User ID First Name Email
Last Name Organization [ALL]

Users With Expiring Certificates

1 - 25 of 1446 GO Rows 25

Last Name	First Name	Email	Cert Expiration Date	Cert Action	PROFILE	ACCESS	
			09/06/2023	RENEW			Let Expire
			09/06/2023	RENEW			Let Expire
			09/06/2023	LET_EXPIRE			Renew
			09/06/2023	RENEW			Let Expire
			09/06/2023	RENEW			Let Expire
			09/06/2023	RENEW			Let Expire
			09/06/2023	RENEW			Let Expire
			09/06/2023	RENEW			Let Expire

NEW AIM Certificate Tab

My Users Expiring Certificates - - x +

maptest-aim.caiso.com/aimui/logon.do

California ISO *Shaping a Renewed Future* | Access and Identity Management

UAA Profile | UAAs | Users | Applications | **Manage Certificates** | ACL Groups | Access Request | Endorsed Access Request | Email Configuration

My Users Expiring Certificates Recently Renewed Certificates

User ID First Name Last Name Email Certificate Expiration [ALL] v Account Type [ALL] v

Select All Generate Certificate Let Expire

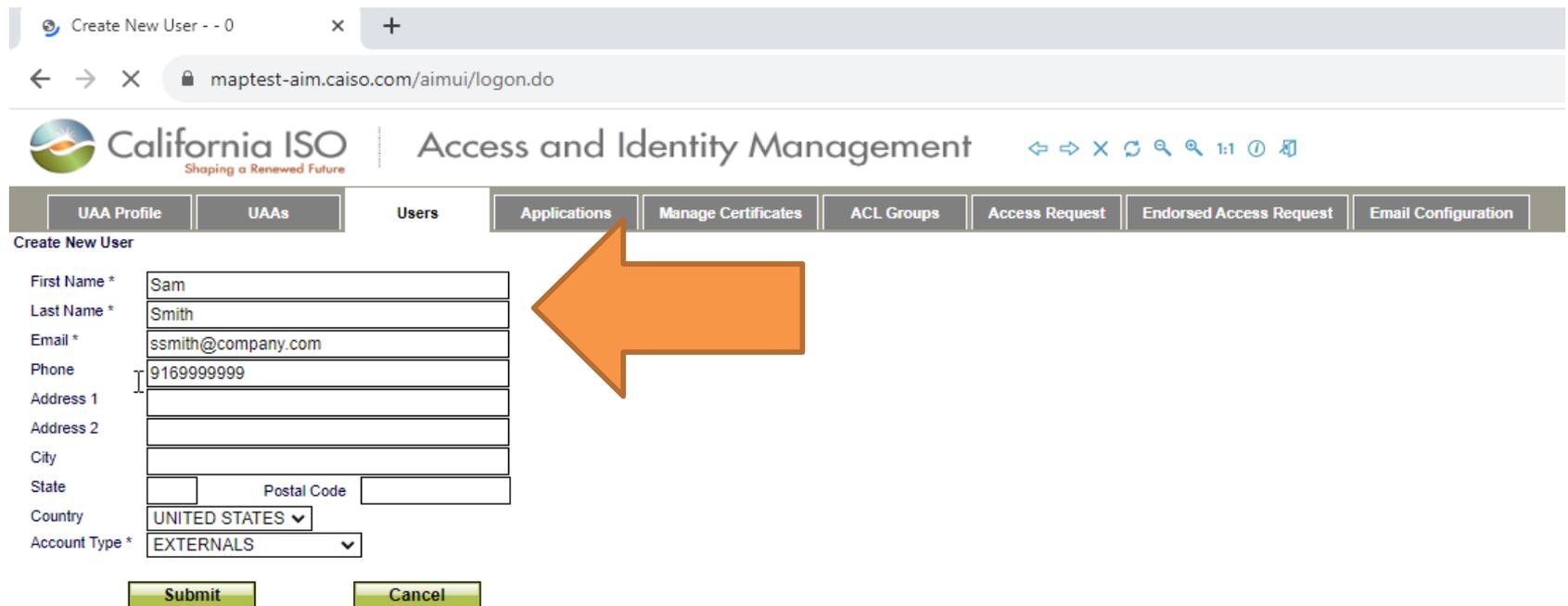
My Users With Expiring Certificates

Rows 25 v

Select	Last Name	First Name	Emp No	Email	Cert Expiration Date	Cert Expiry Status	Cert Status	PROFILE	ACCESS
<input type="checkbox"/>					02/15/2024	OK	Active		
<input type="checkbox"/>					02/15/2024	OK	Active		
<input type="checkbox"/>					11/07/2024	OK	Active		
<input type="checkbox"/>					11/11/2024	OK	Active		
<input type="checkbox"/>					11/18/2024	OK	Active		

Creating a New User

To start the certificate creation process for a new user, create a new user in AIM on the Users tab (no changes).



The screenshot shows a web browser window with the URL `maptest-aim.caiso.com/aimui/logon.do`. The page title is "California ISO Access and Identity Management". The navigation menu includes "UAA Profile", "UAAs", "Users", "Applications", "Manage Certificates", "ACL Groups", "Access Request", "Endorsed Access Request", and "Email Configuration". The "Users" tab is active, and the "Create New User" form is displayed. The form fields are as follows:

First Name *	Sam
Last Name *	Smith
Email *	ssmith@company.com
Phone	9169999999
Address 1	
Address 2	
City	
State	Postal Code
Country	UNITED STATES
Account Type *	EXTERNALS

Buttons: Submit, Cancel

New Process to Renew or Expire Certificates

To renew a user's certificate, click the box next to the name(s) and click the **Generate Certificate** button.

California ISO | Access and Identity Management

UAA Profile | UAAs | Users | Applications | **Manage Certificates** | ACL Groups | Access Request | Endors

My Users Expiring Certificates | Recently Renewed Certificates

User ID: First Name: Last Name: Email: Certificate Expiration: [ALL] Account Type: [ALL]

Select All | **Generate Certificate** | Let Expire

My Users With Expiring Certificates

Select	Last Name	First Name	Emp No	Email	Cert Expiration Date	Cert Expiry Status	Cert Status	PROFILE	ACCESS
<input checked="" type="checkbox"/>	Entrust1	Pki	x30073		02/15/2024	OK	Active		
<input checked="" type="checkbox"/>	PKI1	ITPM	x30074		02/15/2024	OK	Active		
<input type="checkbox"/>	ST 8	Mari	x30187		11/07/2024	OK	Active		
<input type="checkbox"/>	9	John	x30201		11/11/2024	OK	Active		
<input type="checkbox"/>	A	s-	x30209		11/21/2024	OK	Active		

New Screen to Create and Renew Certs

To create a new certificate, click on the **Recently Renewed Certificates** link.

The screenshot shows the California ISO Access and Identity Management interface. The navigation bar includes tabs for UAA Profile, UAAs, Users, Applications, Manage Certificates, ACL Groups, Access Request, and Endorse. The 'Recently Renewed Certificates' link is highlighted with an orange box. Below the navigation bar, there are search filters for User ID, First Name, Last Name, Certificate Expiration, and Account Type. There are also buttons for Select All, Generate Certificate, and Let Expire. The main content area shows a table titled 'My Users With Expiring Certificates' with columns for Select, Last Name, First Name, Emp No, Email, Cert Expiration Date, Cert Expiry Status, Cert Status, PROFILE, and ACCESS. The table currently displays 'No Data found'.

Demo

My Users Expiring Certificates - - x +

maptest-aim.caiso.com/aimui/logon.do

California ISO Shopping a Renewed Future

Access and Identity Management

UAA Profile | UAAs | Users | Applications | ACL Groups | Access Request | Endorse

My Users Expiring Certificates Recently Renewed Certificates

User ID First Name Last Name Email Certificate Expiration < 90 Days Account Type [ALL]

Select All Get Certificates Let Expire

My Users With Expiring Certificates

Rows 25

Select	Last Name	First Name	Emp No	Email	Creation Date	Cert Expiry Status	Cert Status	PROFILE	ACCESS
No Data found									

Questions

Cert Statuses in AIM

Cert Status	Definition
Active	AIM has just started processing the certificate.
Getting Ready To Email Password	The certificate has been downloaded and AIM is about to send the password to the user.
Certificate Available for Download	The certificate has been created and is ready to be downloaded by the UAA.
UAA Did Not Collect Certificate	After the certificate was ready to be downloaded, the UAA did not download it. <i>Note: CAISO only keeps the certificate for 5 days. After 5 days we remove the certificate information and you will have to create a new certificate request.</i>
Completed	The certificate process has completed.
Something Went Wrong – Certificate	There was failure while trying to process the certificate. If this status has not change after approximately 2 hours, contact customer support.
Invalid Cert Request	The certificate request was deemed to be invalid. This is a very rare occurrence. Please contact customer support to determine why this occurred.
Password Emailed to User	The password has bene emailed to the user.
Processing Before Provider	CAISO is processing the certificate request.
Processing At Provider	The certificate is being processed by the certificate provider.

Certificate Instructions

Certificate instructions on email have been updated to reflect the new process.

Dear User "S2 2x30206",

The password below is required to install your California ISO CMA Certificate. The certificate will be provided to you by a User Access Administrator from within your organization.

Password : S63kw@EIfT

For instructions on how to install your certificate, visit: <https://www.caiso.com/informed/Pages/Notifications/Default.aspx>

If you have any further questions, contact our support desk at ServiceDesk@caiso.com or (888) 889-0450.

For more information related to the Applications Access Request process, visit the ISO System Access and California ISO Applications documentation posted on our California ISO website at: <http://www.caiso.com/participate/Pages/ApplicationAccess/Default.aspx>

By requesting access to ISO applications or tools, you may occasionally receive emails specific to that tool, such as notifications, outages or reminders.

Regards,

CAISO Identity Management Operations
CertificateRequests@caiso.com



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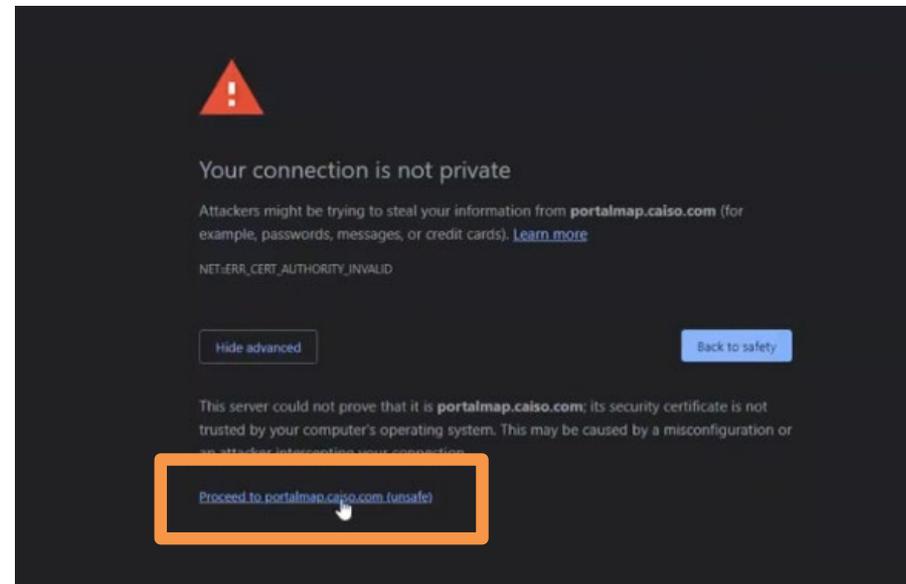
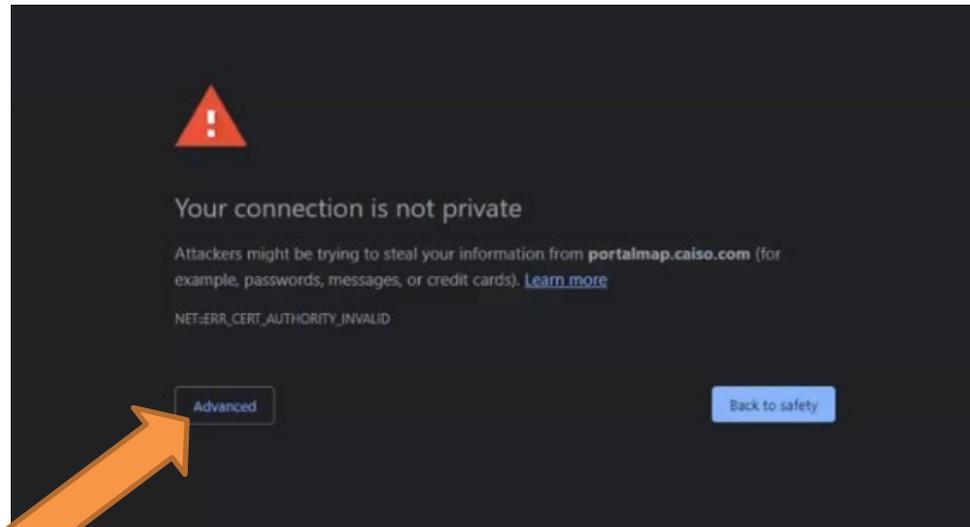
☯ Certificate installation instructions

- Instructions for Registering for Your New Digital Certificate 6/21/2022 12:56
- CAISO Customer Certificate Installation Instructions** 9/01/2023 15:27
Starting October 2023
- Instructions for Renewing Your Digital Certificate 6/21/2022 12:56
- CMA Certificate Installation Instructions 6/21/2022 12:56

Certificate Error

If:

- Your user has never had a previous CAISO certificate
- You are still using the old AIM URL (pre-F5 project)



Other Errors

- Make sure your organization whitelists downloads from the website “aim.caiso.com”
- White list emails from the domain “caiso.com”, so users can receive their password emails.
- Notify users that the emails will be coming from “caiso.com”.
 - If they typically do not receive emails from CAISO, it may go into their spam folder.



Other Errors

- When downloaded, the certificates are in a .p12 extension.
- Your organization will need to allow internal email attachments with .p12 extensions.
 - Some organizations may restrict this type of attachment.
 - If this is not possible, you will need another method to share the certificates with the users.
- Some email systems may have issues sending these type of attachments (ex: Mozilla Thunderbird)



What You Need to Do

- Your AIM profile has been automatically updated with the new functionality.
- When you are ready to create or renew a certificate in AIM, use the quick reference guide located on the caiso.com learning center [here](#).
 - The job aid has also been added to the “Application access” webpage on caiso.com
 - AIM user guide has been updated
- Report any issues with the new process via CIDI ticket if you encounter them!



Final Questions

Thank you for your participation!

For clarification on anything presented in this training, send an email to:
CustomerReadiness@caiso.com

For any other questions or stakeholder specific questions or concerns, please [submit a ticket](#).

From: JohnSmith@mycompany.com

To: **Customer Readiness**

Cc:

Bcc:

Subject: Question about Training

CustomerReadiness @caiso.com

California ISO Market

Application Access

AIM Access and Identity Management

[AIM Computer Based Training](#)

Inquiries & Disputes

CIDI Customer Inquiry Dispute and Information

California ISO

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