Tech Info Library

System 7 Pro: Turn-around Time For Digisign Processing (7/94)

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Revised:        7/27/94
Security:       Everyone
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TOPIC ---

A customer with System 7 Pro (7.1.1) sent the Digisign information
approximately 3 weeks ago (to RSA Data Security, Inc.) to the correct
address and has not received a reply yet.

DISCUSSION --

I have contacted RSA and received the following information:

• The "usual" turn-around for signature processing is two weeks from
  the time the request is received at RSA.

• It is ok to give customers the phone number, after they have been
  told of the "expected" turn-around time.

• The phone number is (415) 595-8782 and they should ask for
  "Certificate Services".

Article Change History:
27 Jul 1994 - Revised title to more accurately reflect contents.

Support Information Services

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