Fixing Generic Certificate Issues

Download and Install TQSL

1. Download and install TQSL 2.4.x (April, 2018)
2. http://www.arrl.org/tqsl-download
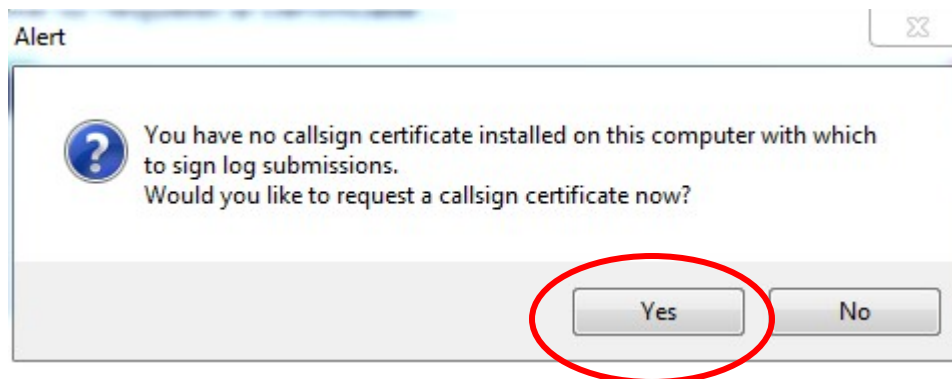3. You do not have to uninstall old versions of TQSL software.

Delete Your Problematic Call Sign Certificate

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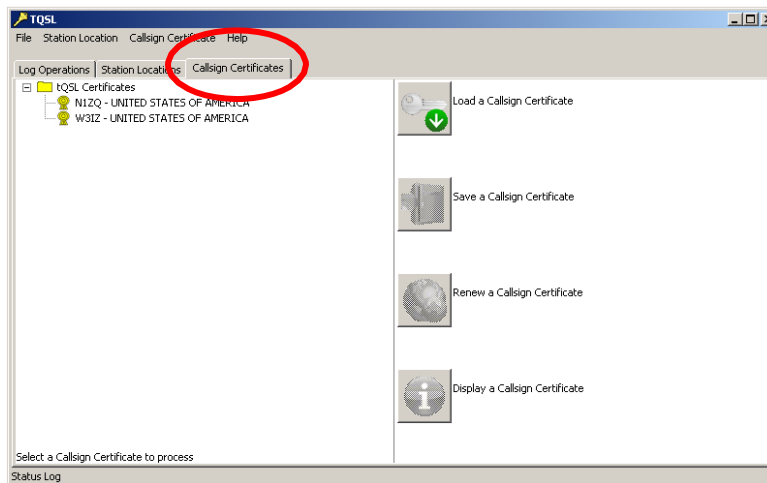

2. Open the **TQSL** program by double clicking the icon on your desktop.
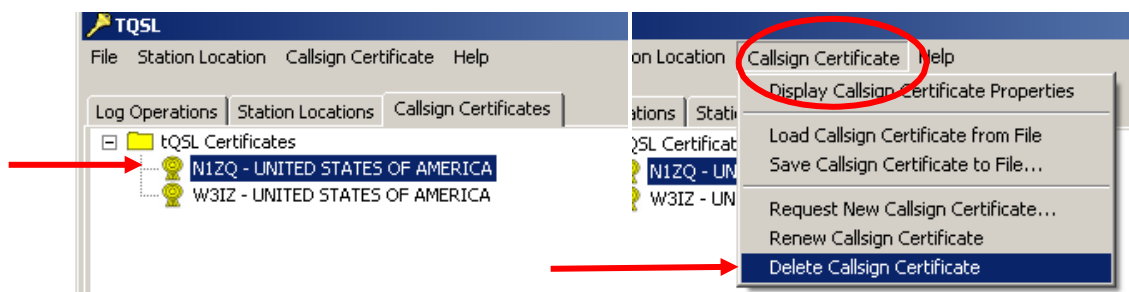
If you get an alert stating that you have no certificates and asked if you would like to request a certificate…

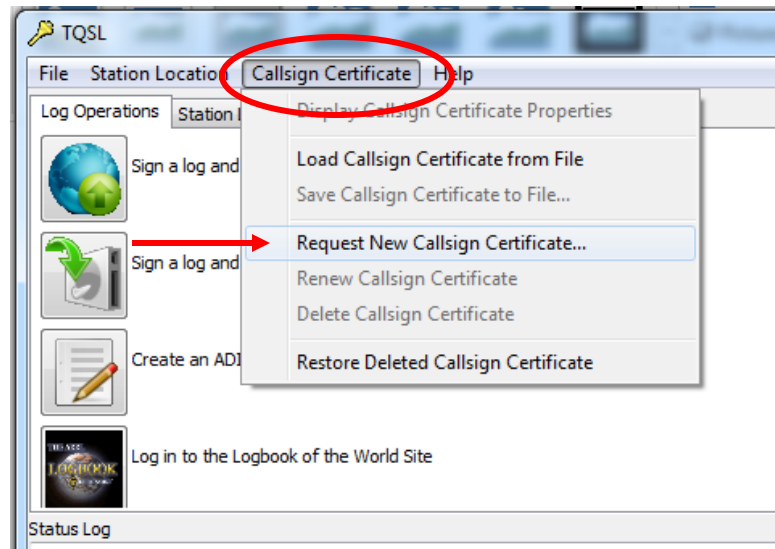…Click **YES** and continue to **Requesting A New Certificate**.

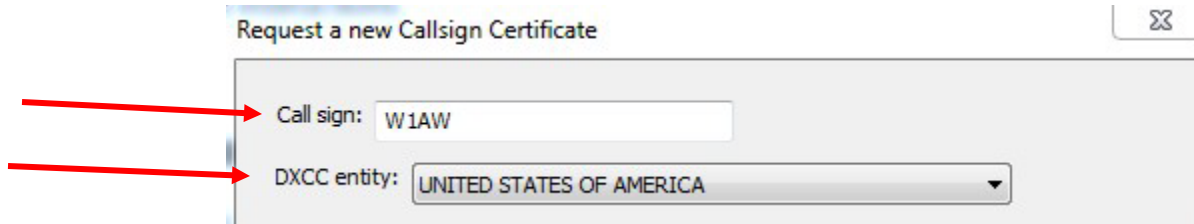3. In the TQSL window, click on the **Call Sign Certificates** tab.

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.

[18] (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).

[19] (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.
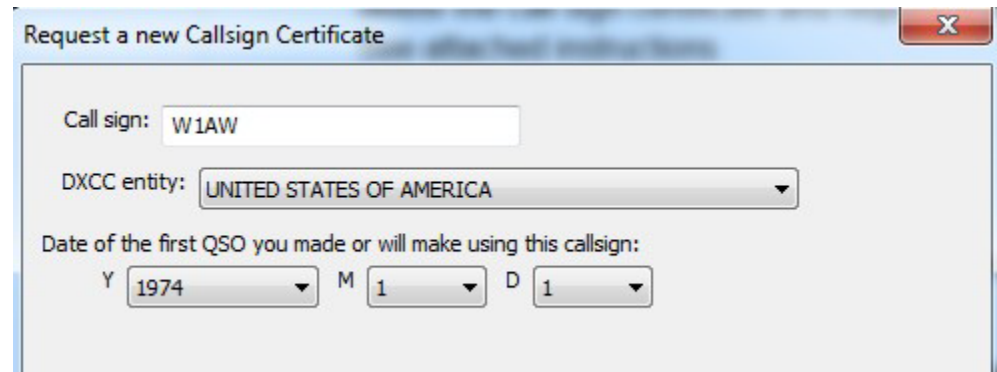
For DXCC prior to Sept 17, 1973 West Germany was GERMANY

If you operated form 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.

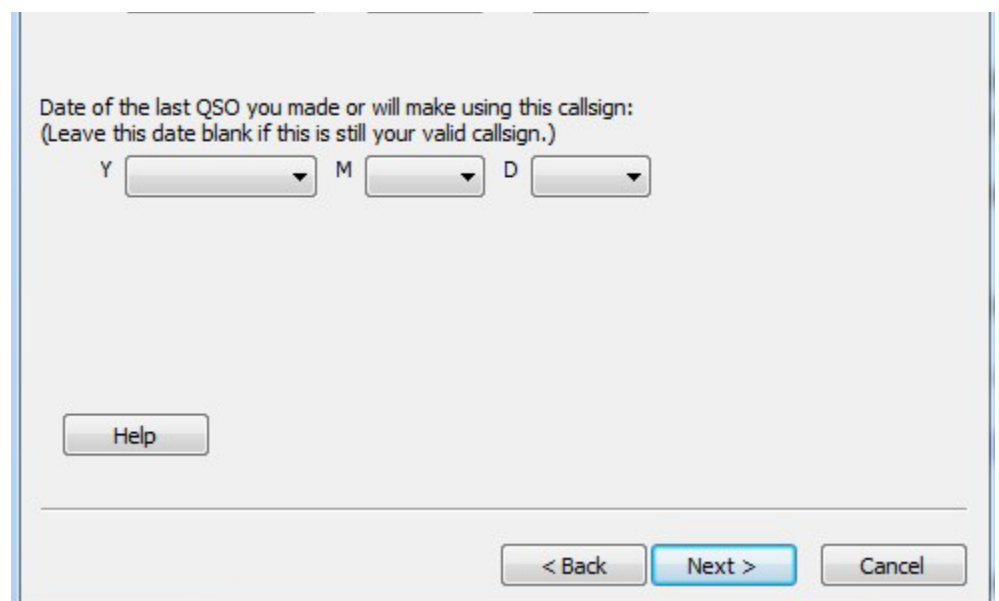**It is important that you enter correct information.**

1. QSO **BEGIN** date should be the date that you first used this call sign. 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.**
   - **DO not use 1945 or the system will assign the current date.**
   - This may not necessarily be the date you were first licensed if you held another call prior to the issuance of your current call sign.

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.

Request a new Callsign Certificate

Name: Hiram P. Maxim
Address: 225 Main St

City: Newington
State: CT
Zip/Postal: 06111
Country: USA

Help   < Back   Next >   Cancel

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

Request a new Callsign Certificate

Your e-mail address
w1aw@arrl.net

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!

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.

Read this

Request a new Callsign Certificate

You may protect this Callsign Certificate using a password. If you are using a computer system that is shared with others, you should specify a password to protect this Callsign Certificate. However, if you are using a computer in a private residence, no password need be specified.

Leave the password blank and click 'Finish' unless you want to use a password.

Password:

Enter the password again for verification:

DO NOT lose the password you choose! You will be unable to use the Certificate without this password!

Help

< Back   Finish   Cancel

4. Enter a password if you choose this option.
   - You may leave this blank for no password. (Strongly recommended)
   - Remember that if you lose or forget this password we cannot help you.

5. Click **NEXT**

6. 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.

TQSL

File Station Location Callsign Certificate Help

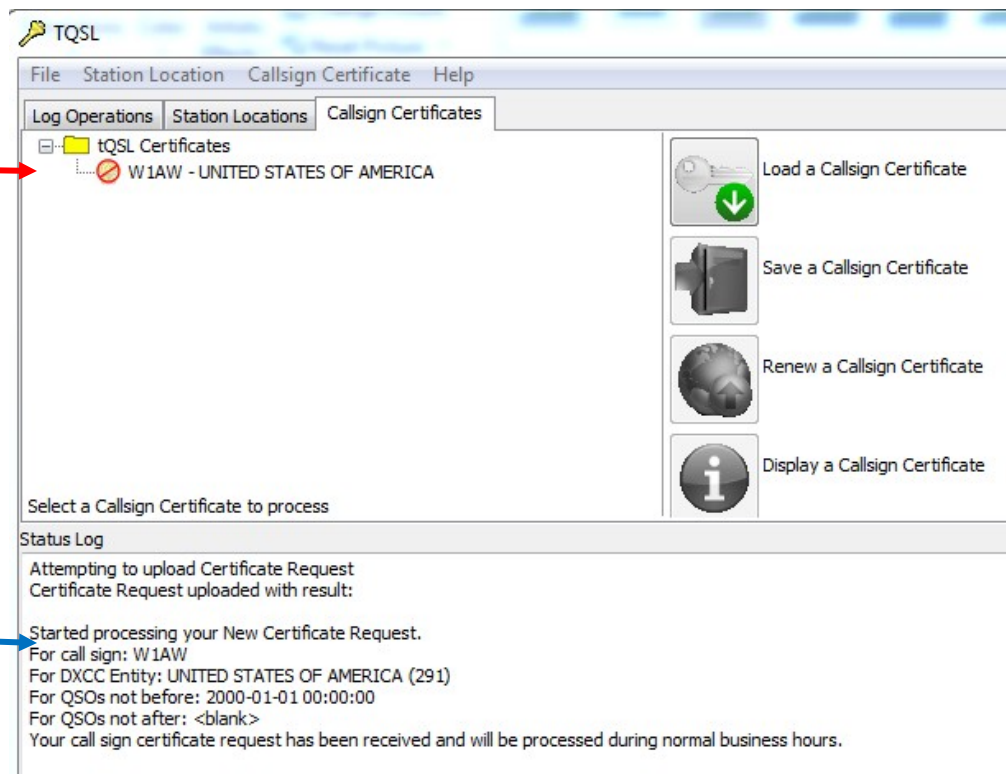| Log Operations | Station Locations | Callsign Certificates |

☐ 📁 tQSL Certificates
  └─ 🚫 W1AW - UNITED STATES OF AMERICA

Load a Callsign Certificate

Save a Callsign Certificate

Renew a Callsign Certificate

Display a Callsign Certificate

Select a Callsign Certificate to process

Status Log

Attempting to upload Certificate Request
Certificate Request uploaded with result:

Started processing your New Certificate Request.
For call sign: W1AW
For DXCC Entity: UNITED STATES OF AMERICA (291)
For QSOs not before: 2000-01-01 00:00:00
For QSOs not after: <blank>
Your call sign certificate request has been received and will be processed during normal business hours.

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.

The Status log will return a message stating the request was accepted and being processed.

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 https://lotw.arrl.org/lotw-help/certaccept/

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

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.