

# Restoring LoTW After A Hard Drive Failure

You cannot simply copy your files from an old hard drive to a new drive. This will not work. TQ5, TQ6 and TQ8 files are of no value once they have been used.

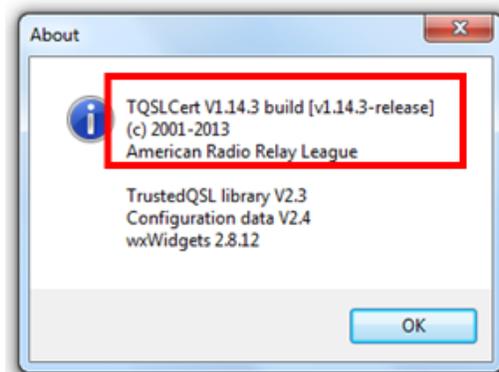
## Trusted QSL 1.14

Before proceeding please make certain that you have the current version of TrustedQSL software.

The most recent version is TQSL 1.14

To check your software version

1. Open either program TQSL or TQSL CERT
2. Select HELP
3. Select ABOUT to view the software information.



If you do not have TQSL 1.13 you may download the software here [www.arrl.org/instructions](http://www.arrl.org/instructions)

Do not uninstall existing software.

New files will overwrite older files.

**If you save your certificate PKCS#12 file then:**

If you saved your certificates as p12 files then recovering from PC failure is a simple process.

1. Download the current version of Trusted QSL software.
2. Open TQSL CERT
3. Select FILE > LOAD CERTIFICATE FILE
4. Select PKCS#12 (p12) as the file to load and load your file.

When finished you should have a gold ribbon certificate for your call. Load the p12 file for your current call first. Repeat the process for other p12 files that you may have for other calls that you manage.

Now you may enter your station locations in TQSL. Click here for [instructions](#) to do that.

*If you had not saved your certificate PKCS#12 file you are going to get a new certificate. This is not difficult. USA station will not wait for a postcard. DX stations do not have to send documents. New certificate requests are processed the same business day.*

## Delete existing files and certificate

1. Delete any and all **TQ5**, **TQ6** and **TQ8** files that may reside in your folders. (All of them) These files are of no value.
2. Open **TQSL CERT**

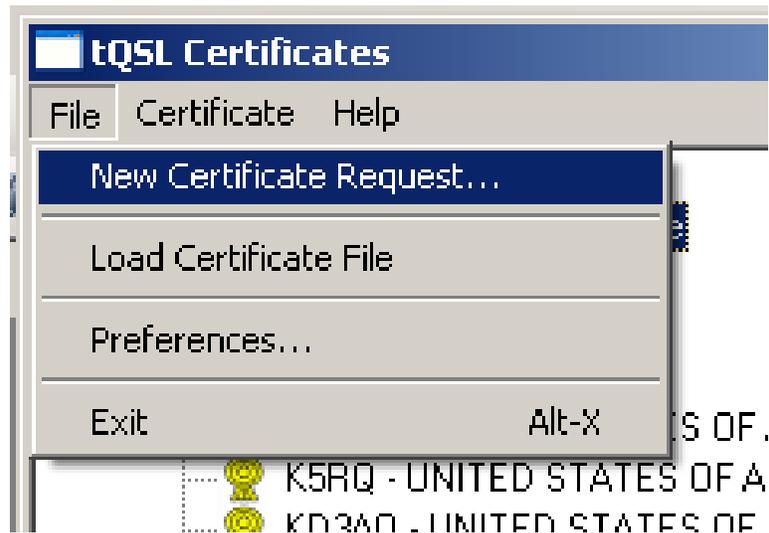


- If you receive a message that you have no certificates, would you like to request one? Answer **YES**.  
Continue to **Request a new certificate** (below)
- Should you receive a message asking if you are ready to load a certificate? Answer **NO**
- If you there are any lines with a call sign please delete then now. (Highlight call sign line then select CERTIFICATE – DELETE or right click on the line and select DELETE.)

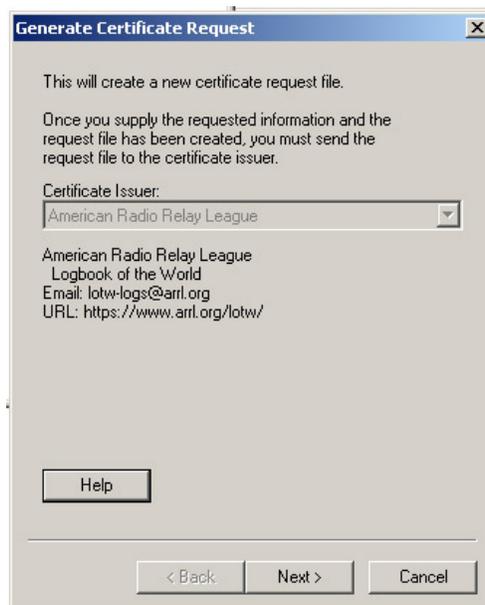


# Request a new certificate

1. In the menu bar select **FILE - NEW CERTIFICATE REQUEST**



2. Request a new certificate for your call sign.



This first box is informational and indicates that the issuer of the certificate is ARRL. You do not have to do anything. Click **NEXT**.

3. Call sign: W1AW

4. DXCC entity: UNITED STATES OF AMERICA

QSO begin date:  
Y 1945 M 11 D 1

QSO end date:  
Y M D

Help

< Back Next > Cancel

3. Enter the **CALL SIGN** for which you are requesting a certificate
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.

## 5. QSO DATES

The QSO begin and QSO end dates lock in the date range for QSOs that your certificate will be able to sign.

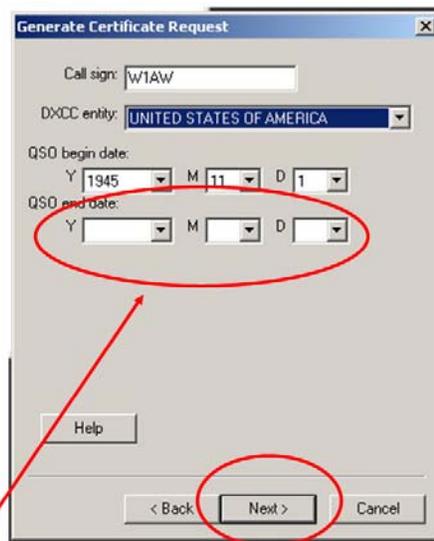
### QSO Begin Date

- Be sure to use the correct **BEGIN** date when this call was issued to you. If you are not certain about this date then use the date of the earliest entry in your log when you operated with this call sign.
- **DO NOT** use the default date of 1945-11-01. Using the default date could cause you to upload QSOs that do not belong to this call when you used it.

### QSO End Date

- If the call is still current then leave the end date open.
- Enter the ending date when you retired this call sign. If you are not certain about this date then use the date of the last entry in your log when you operated with this 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.**



The image shows a software dialog box titled "Generate Certificate Request". It contains several input fields: "Call sign" with the value "W1AW", "DXCC entity" with a dropdown menu showing "UNITED STATES OF AMERICA", "QSO begin date" with dropdowns for Year (1945), Month (11), and Day (1), and "QSO end date" with empty dropdowns for Year, Month, and Day. The "QSO end date" fields are circled in red. A red arrow points from the text below to these fields. At the bottom, there are buttons for "< Back", "Next >", and "Cancel". The "Next >" button is also circled in red.

Leave blank for currently active call signs.

# User Information

The image shows two sequential screenshots of a 'Generate Certificate Request' dialog box. The first screenshot displays the following information: Name: Hiram Percy Maxim; Address: 225 Main St.; City: Newington; State: CT; Zip/Postal: 06111; Country: USA. The second screenshot shows the 'Your e-mail address' field filled 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!'.

6. Enter the name and address of the call sign holder.

- For U.S licensees this must match the FCC address.
- If the call sign belongs to a club then enter the club name.
- If you are a QSL manager this must be the name and address of the holder of the call sign.

Click **NEXT**.

7. 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.

# Passwords

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.

Generate Certificate Request

You may protect your private key for this certificate using a password. Doing so is recommended.

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!

8. Enter a password if you choose this option.
  - You may leave this blank for no password. (Recommended for most users who are not using a public or shared computer.)

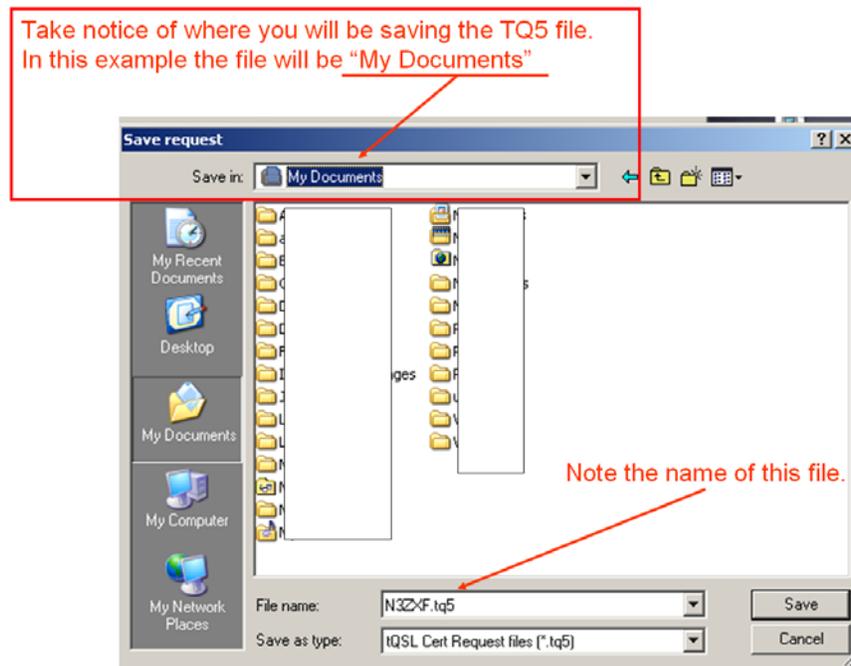
# SIGN or UNSIGNED

9. On the last window you will be asked to **SIGN** or **UNSIGNED** the certificate request.
  - Because this is a new certificate request there are no certificate which to sign therefore the request will be **UNSIGNED**.
10. For an **UNSIGNED** certificate make sure the **UNSIGNED BUTTON** is checked.



# Save and Send

11. Save the TQ5 file to your folder.



12. e-mail the **TQ5** file that you saved to [lotw-help@arri.org](mailto:lotw-help@arri.org)

- Sending the TQ5 file is not automatic. You must send the file to LoTW.

13. Stand by for your **TQ6**. (Next business day if this is a weekend or holiday.)

- **USA operators will NOT receive a postcard.**
- **DX operators DO NOT have to send documents.**
- Once you have the gold ribbon certificate installed for your primary call sign you will then be able to request **SIGNED** certificates for your other calls that you may have.

Thank you for using Logbook of The World.