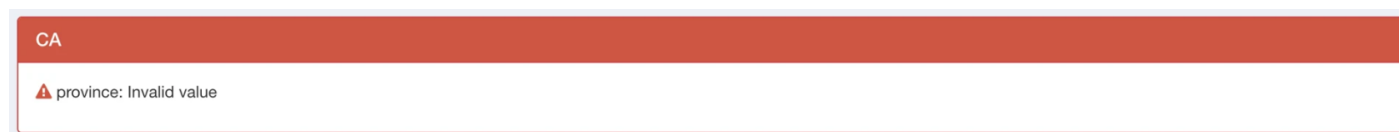


SSL order or renewal fails: State or Province value is invalid for the Country

Symptoms

When placing or renewing an SSL certificate order, the order fails at the validation stage with the following error:

```
[province: Invalid value] - State or Province value is invalid for the Country
```



CA

⚠ province: Invalid value

Cause

Sectigo now strictly enforces ISO 3166-2 compliance for the **State/Province** field. The `stateOrProvinceName` value in your CSR must match the official ISO 3166-2 subdivision name for the selected country exactly, including diacritical marks and special characters. Any other spelling is rejected.

Entered value	ISO 3166-2 value
Attica	Attikí

This applies to all new certificate orders and to renewals. If an order fails at the organization validation step, the State/Province value in the CSR is the most likely cause.

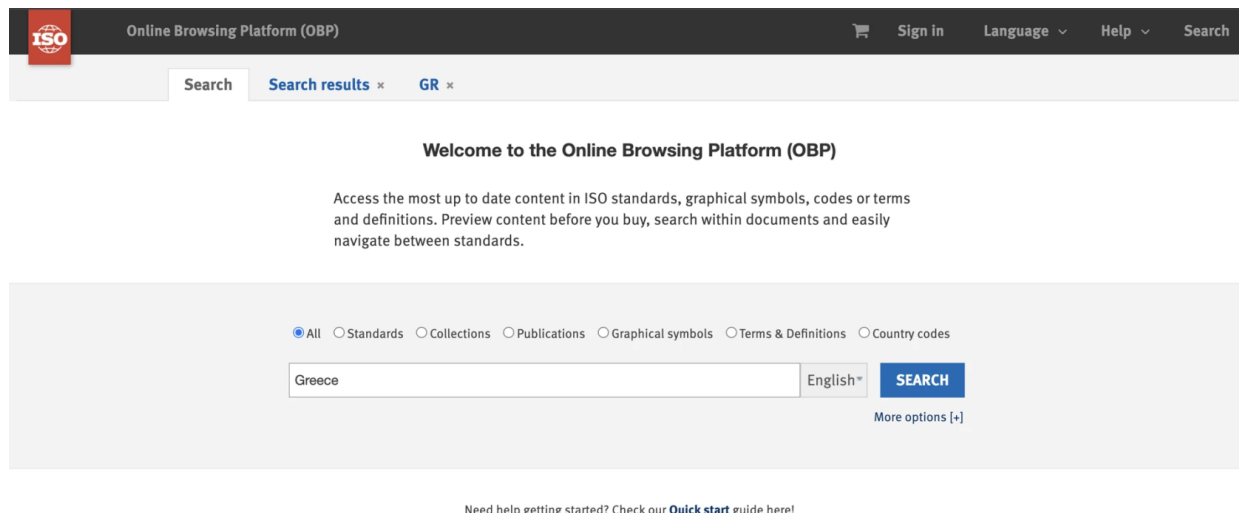
Solution

An order that has already failed cannot be corrected. Cancel the certificate and place a new order with the State/Province in the correct ISO 3166-2 format. The cancelled certificate is credited back to your Openprovider account balance.

To find the correct value:

1. Open the ISO Online Browsing Platform

Go to <https://www.iso.org/obp/ui/#home>



ISO Online Browsing Platform (OBP)

Search results * GR *

Welcome to the Online Browsing Platform (OBP)

Access the most up to date content in ISO standards, graphical symbols, codes or terms and definitions. Preview content before you buy, search within documents and easily navigate between standards.

All Standards Collections Publications Graphical symbols Terms & Definitions Country codes

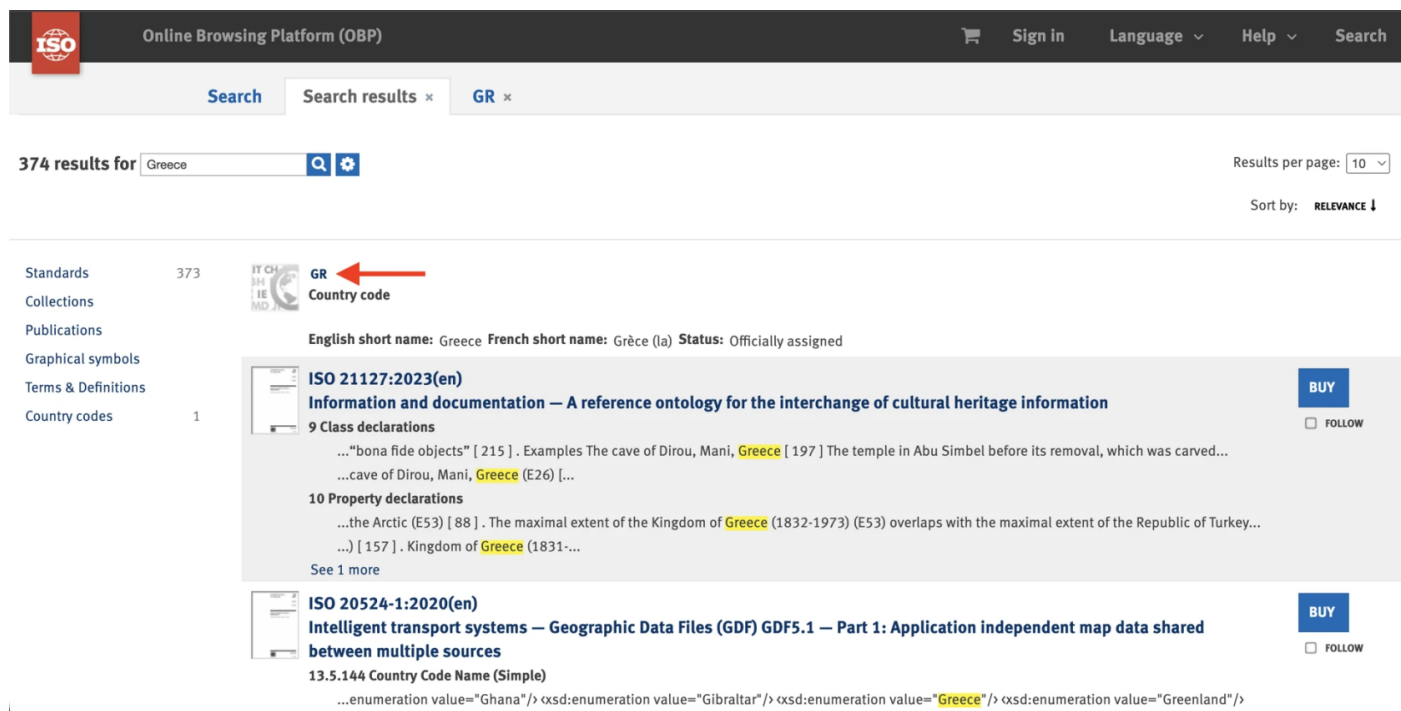
Greece English SEARCH

More options [+]

Need help getting started? Check our **Quick start** guide here!

2. Search for the country

Enter the country name in the search bar (for example, *Greece*) and select the matching result.



ISO Online Browsing Platform (OBP)

Search results * GR *

374 results for Greece

Results per page: 10

Sort by: RELEVANCE

Standards 373

Collections

Publications

Graphical symbols

Terms & Definitions

Country codes 1

GR Country code

English short name: Greece French short name: Grèce (la) Status: Officially assigned

ISO 21127:2023(en)
Information and documentation — A reference ontology for the interchange of cultural heritage information

9 Class declarations

... "bona fide objects" [215] . Examples The cave of Dirou, Mani, Greece [197] The temple in Abu Simbel before its removal, which was carved...

... cave of Dirou, Mani, Greece (E26) [...]

10 Property declarations

... the Arctic (E53) [88] . The maximal extent of the Kingdom of Greece (1832-1973) (E53) overlaps with the maximal extent of the Republic of Turkey...

... [157] . Kingdom of Greece (1831-...

See 1 more

ISO 20524-1:2020(en)
Intelligent transport systems — Geographic Data Files (GDF) GDF5.1 — Part 1: Application independent map data shared between multiple sources

13.5.144 Country Code Name (Simple)

... enumeration value="Ghana"/> <xsd:enumeration value="Gibraltar"/> <xsd:enumeration value="Greece"/> <xsd:enumeration value="Greenland"/>

3. Find the subdivision

Scroll down to the subdivision table and locate your State/Province. For Greece, the correct entry is `Attikí`, not `Attica`.

4. Copy the value exactly

Copy and paste the subdivision name directly from the ISO website. Retyping it risks losing diacritics or special characters, which causes the same error again.

5. Generate a new CSR

Create a new CSR using that exact value in the State/Province field, then place the order.

SSL Panel

Please choose a contact from your RCP customer list

Organization (request)

Technical contact

Technical data

It is highly recommended that you generate the CSR earlier generated it elsewhere. This will guarantee the successfully. You will also be able to send the RSA Private key to E-mail.

Hash algorithm SHA-2

CSR

Generate a new CSR

If you need certificate for IIS, please, generate CSR on the IIS server side and then copy it to the request wizard in the SSL Panel. Do not use this CSR generation tool for IIS webserver.

Certificate type Single domain

General domain mydomain.com

Organization MyDomain

E-mail mydomain@example.com

Country Greece

State/Province Attikí

City Athens

Key size 2048bit

Signature hash algorithm SHA-2

Send CSR, Public key, RSA Private key to E-mail mydomain@example.com

Important! Your RSA key will be sent to the specified email address. You will require this key to set up issued certificate. Please, check that email address is correct or specify an other one.

Close Generate

Good to know

We are adding validation in the SSL panel so that the State/Province value is checked before the order is submitted. Until this is live, please follow the steps above.

Revision #2

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