

Why file is uploaded but file validation is not finished yet?

Question

We have uploaded the .txt file to our server 2 hours ago, but HTTP(s) Validation is not finished yet. What is the reason for the delay?

Answer

Following reasons are possible:

a) The file name or contents are incorrect:

The file name should always be in uppercase letters

The file contents should always be in lowercase letters

b) The file is placed incorrectly. Only the following locations are allowed:

```
http://www.example.com/FileName
https://www.example.com/FileName
http://example.com/FileName
https://example.com/FileName
```

For Multi-domain certificates, only the full name is checked, so the valid locations would be:

```
http://www.example.com/FileName
https://www.example.com/FileName
```

c) The file contents may contain unreadable or additional characters. To check that please use curl utility with the command of a similar pattern:

```
curl -A "COMODO DCV" http://www.example.com/FileName
```

Please check the following:

- a) Make sure that the URL containing the file does not redirect to any location aside from the ones that are stated in the section 1b of this FAQ.
- b) Please check that the server accepts “COMODO DCV” as a User-Agent.
Some websites block this in their configuration or .htaccess file.
- c) The file and server must be accessible from anywhere in the world.

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