

Why is my SSL not issued yet ?

This article explains the factors that may be the reason that the SSL is not issued yet.

The SSL panel will show the status of your SSL request. You can see the steps which will be taken before your ssl can be issued. "Not applicable for this order" means that those steps are skipped for your selected ssl type.

In case you notice that the issuing of your SSL takes longer then you are used to, please review the topics below.

[SSL status is "OPEN" - Did not pass the pre-validation](#)

[Domain Validation Pending](#)

[Missed Message from the CA](#)

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. SSL status is "OPEN" - Did not pass the pre-validation

After creating the SSL order, our system can preform a [pre-validation](#) check. This will be done for certain orders, where the business registration database can be reached by API to validate and match your provided details. In case the order did not pass the pre-validation, it stays in the status "OPEN" and is not forwarded yet to Sectigo.

Comodo - InstantSSL

OPEN

Order details

Status Purchased at 17.06.2021

Show more

Actions

Edit/Request certificate

Cancel order

Certificate history

Current

CA Order ID

Status open

General domain

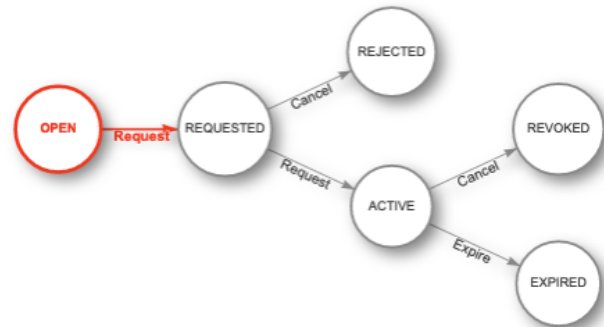
View data

Domains and validation methods

(DNS)

Activation date Not active

Expiration date Unknown yet



We advise to *Edit* the order details, before submitting your request to Sectigo for validation. Changing details once the order is submitted to Sectigo is less easy.

You can review the pre-validation results in your ssl panel.

Status of the current certificate

Read more about validation



Pre-validation performed by the SSL Panel

Our system is checking if the company can be validated before requesting the certificate. If there are no problems to validate the company the certificate will be requested by the CA. If there are problems to validate the company then we will inform you so that you can update the details of the company. If you are sure the details are correct although you see an error below, you can "force the request". Be aware that changing details after the order is requested, may cause a delay in delivery of the SSL.

Company validation

Whois validation not applicable for this order

Phone number validation

Generate report

Force request

Request

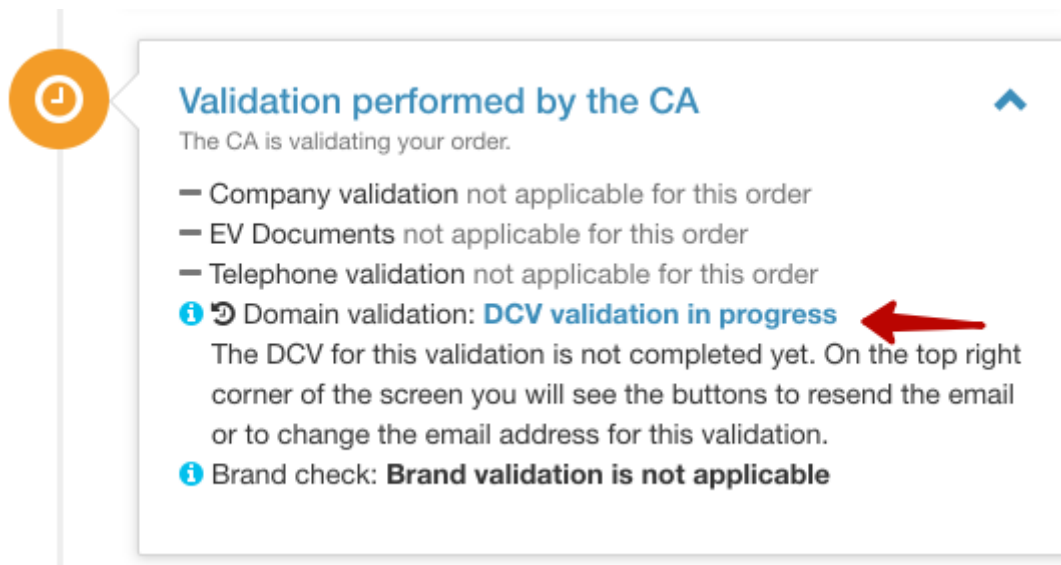
The certificate has been requested at the Certificate Authority.

• Domain Validation PENDING

Domain Validation is one of the most important part of SSL Certificate Process.

Domain validation is required for all SSL certificates: DV, OV and EV.

Sometimes, you can see that on the SSL Panel, the following message is displayed.



Validation performed by the CA

The CA is validating your order.

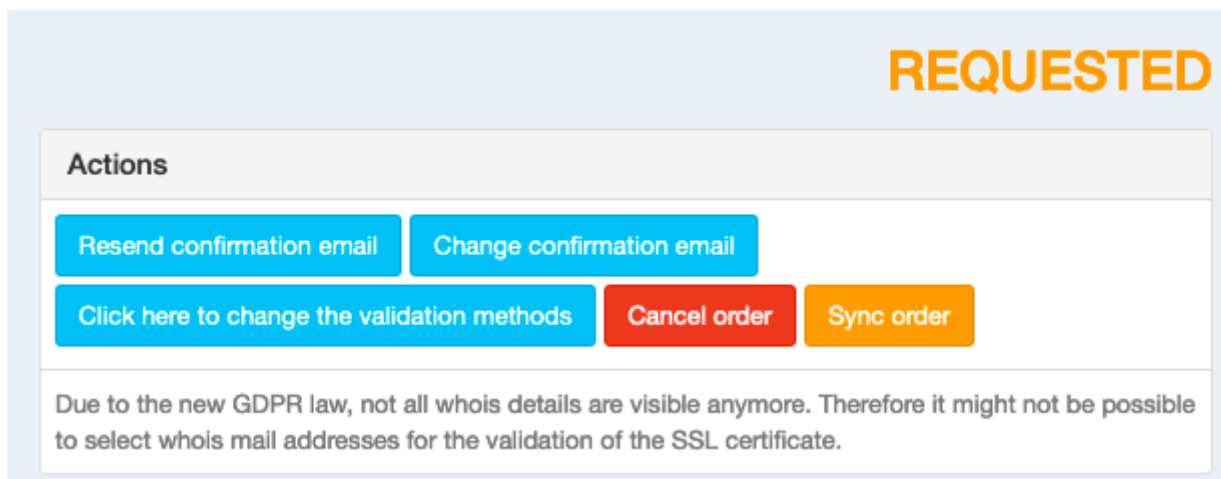
- Company validation not applicable for this order
- EV Documents not applicable for this order
- Telephone validation not applicable for this order
- i** **🔄 Domain validation: DCV validation in progress** 
- The DCV for this validation is not completed yet. On the top right corner of the screen you will see the buttons to resend the email or to change the email address for this validation.
- i** Brand check: **Brand validation is not applicable**

Make sure that you have followed all the steps correctly for domain validation.

1. Is the email already successfully verified?
2. Or was the correct Cname value added in the dns zone?
3. Is the file correctly uploaded without a redirect for file based validation?

In case you want to change the validation method, use the buttons in the Action section to change this. More information about how to confirm your domain ownership can be found [here](#).

Before performing domain validation, do checkout our article for pre-validation checks [here](#).



REQUESTED

Actions
Resend confirmation email Change confirmation email
Click here to change the validation methods Cancel order Sync order

Due to the new GDPR law, not all whois details are visible anymore. Therefore it might not be possible to select whois mail addresses for the validation of the SSL certificate.

. You may have missed the message from Certificate Authority (Sectigo)

Sectigo (CA) will validate your SSL request. In case there is an issue with the details, they will inform you via the CHAT window on the detail page of the SSL.

Examples:

1. The company is registered with a different name or different address in the company registration database and does not match the used handle.
2. During the phone validation, the person who answered was not aware of the order and rejected the validation.
3. There is a CAA record in your zone which prohibits the validation.

You can reply to Sectigo, but keep in mind, this is not a realtime chat.

This CHAT is only operational from the moment the SSL request is "pending" and will be closed once the SSL is issued. When the SSL has the status "open" the CHAT can not be used yet.

Communication with SSL Validation Team of the CA (Certificate Authority)

No messages for now.

Send

If we need information, you can respond to us in the form above in **English**. Keep in mind that this is no chat function, if you have specific questions about your request, please contact us.

. CAA record is prohibiting the validation

During a mandatory check of the CAA record for the (sub)domain it gives a DNS server error. In case a CAA is used in the zone, it must permit Sectigo to issue certificates for your domain.

There are 4 options that could solve the issue, before the certificate can be issued.

- 1: Ensure that the DNS server gives a correct NSEC / NSEC3 signed response that no CAA records exist.
- 2: Add a CAA record that approves issuance by Sectigo;

```
CAA 0 issue "sectigo.com"
```

```
CAA 0 issuewild "sectigo.com"
```

```
CAA 0 issuemail "sectigo.com"
```

Options:

issue: Explicitly authorizes a single certificate authority to issue a certificate (any type) for the hostname.

issuewild: Authorization to issue certificates that specify a wildcard domain.

Please note: "**issuewild**" properties take precedence over issue properties when specified.

CAA for S/MIME involves checking the "**issuemail**" properties of the RRSets, whereas for SSL, it involves checking the "**issue**" and "**issuewild**" properties.

3: Fix the failure in the DNS response.

4: Disable DNSSEC on the domain(s).

• CA stopped doing AUTOMATIC CHECKS

Sectigo does automated checks with a frequency of 15 minutes for a limited time period from the time when the certificate is REQUESTED.

At some point, Sectigo stops doing these automated checks on a frequent basis and limit the amount of checks they are performing. This can delay the issuing of an "older" certificate.

In case a validation was stuck and fixed by the requester, inform Sectigo via the CHAT and ask them to continue the validation. This is not a realtime chat but it will trigger Sectigo to check the case manually.

Communication with SSL Validation Team of the CA (Certificate Authority)

Dear Sectigo validation team, we noticed this ssl is validated, but not yet issued. Could you check this? Thank you very much!

2021-06-03 09:28:22

Send

If we need information, you can respond to us in the form above in **English**. Keep in mind that this is no chat function, if you have specific questions about your request, please contact us.

. Contact Handle information incomplete or invalid

This is the most important part when you request a SSL Certificate, the contact information for the certificate. The order will be created based on the handle which you select during the order creation. Make sure this handle contains is complete and valid. In case of a OV or EV order, the contact person mentioned in this handle will be contacted.

A handle containing:

Firstname: Domain

Lastname: Administration

can therefore not be used for a SSL request as this validation will fail.

We advise to always check the handle which you are going to use if the information and contact person mentioned are still valid. In case the information is outdated, please create a new handle select this one.

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