

SSL Certificate Service

Troubleshooting

Product Documentation



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Troubleshooting

Domain Validation Failed

Last updated : 2021-04-13 17:12:41

Error Description

When you apply for an SSL certificate, an error indicating a validation failure is reported after you click **View Domain Validation Status**.

Possible Causes

You can troubleshoot based on the error message that is displayed.

Using DNS validation

Cause 1: Specified DNS record value not detected. Please make sure you have added a specified DNS record for this domain or wait for the DNS record value to take effect

- The domain is in unresolvable status.
- The DNS record hasn't taken effect.

Cause 2: Incorrect DNS record value. Check whether the record value is correct or wait for the DNS cache to update

- The host, record value, or other information in the DNS record is incorrect.
- After the information is corrected, the DNS cache hasn't been updated.

Cause 3: A record value has been detected for your domain. Please wait for the certificate authority to review

The DNS cache or validation address limits CA from overseas accessing.

Cause 4: The certificate authority has approved your domain. Please wait for the status to change

The browser cache is not updated.

Cause 5: Too frequent operations. Please try again in 5 minutes

View Domain Validation Status is clicked too many times and thus limited by CA.

Using file validation

Cause 1: Specified record value not detected. Please check if you have added the specified record value for this domain or wait for the certificate authority to review

- The validation file is not uploaded to the root directory of the website.
- The website validation file cannot be accessed or the path is incorrect.
- The website uses multi-level redirection.

Cause 2: The certificate authority has approved your domain. Please wait for the status to change

CA has approved but hasn't updated the status.

Solutions

Using DNS validation

The domain is in unresolvable status

You can use a domain testing tool to test your domain and troubleshoot based on the result.

The DNS record hasn't taken effect

It takes 0–72 hours for the DNS record to take effect globally. Please wait patiently.

The host, record value, or other information in the DNS record is incorrect

Check whether the record value on the **Validate Domain** page and that added to the DNS record is the same. If not, modify it.

After the information is corrected, the DNS cache hasn't been updated

It takes 0–72 hours for a modified DNS record to take effect globally. Please wait patiently.

The DNS cache or validation address limits CA from overseas accessing

Please wait for the DNS cache to update, or check the website can be accessed through an overseas IP address. If not, open the website for the address.

The browser cache is not updated

Refresh the page, or go to [SSL Certificate Service console](#) to view the issued certificate.

View Domain Validation Status is clicked too many times and thus limited by CA

Do not repeatedly validate your domain. You can retry every 5 minutes.

Using file validation

The validation file is not uploaded to the root directory of the website

Upload the validation file provided on the **Validate Domain** page to the root directory of the website.

The website validation file cannot be accessed or the path is incorrect

Check whether the validation file is accessible and is store in the root directory of the website so that the file content can be viewed when the website is browsed. For example, if the certificate is applied for the domain `cloud.tencent.com` , then, the validation content in the validation file `fileauth.txt` should be `tencxxxent` .

When you browse `cloud.tencent.com/.well-known/pki-validation/fileauth.txt` over HTTPS or HTTP, the browser displays the validation content `tencxxxent` .

The website uses multi-level redirection

File validation requires the website to return the status code of 200 directly and does not support redirection. Therefore, you are advised to set the website to directly return 200 first and add redirection after the domain is validated.

CA has approved but hasn't updated the status

You can wait for CA to update the status, or refresh the browser to see whether the certificate is issued.

Domain Security Review Failed

Last updated : 2021-04-13 17:14:40

Error Description

When you apply for a free DV SSL certificate, the following message is displayed:

Possible Causes

Due to CA's anti-phishing mechanism, sensitive words contained in domain names, such as "bank" and "pay", can cause security review failure. Specific sensitive words are defined by the CA. Some less commonly used root domain names may also result in review failure. For example, root domain names suffixed with .pw, such as `www.qq.pw` and `www.qcloud.pw`, will not pass the review.

Solutions

You can:

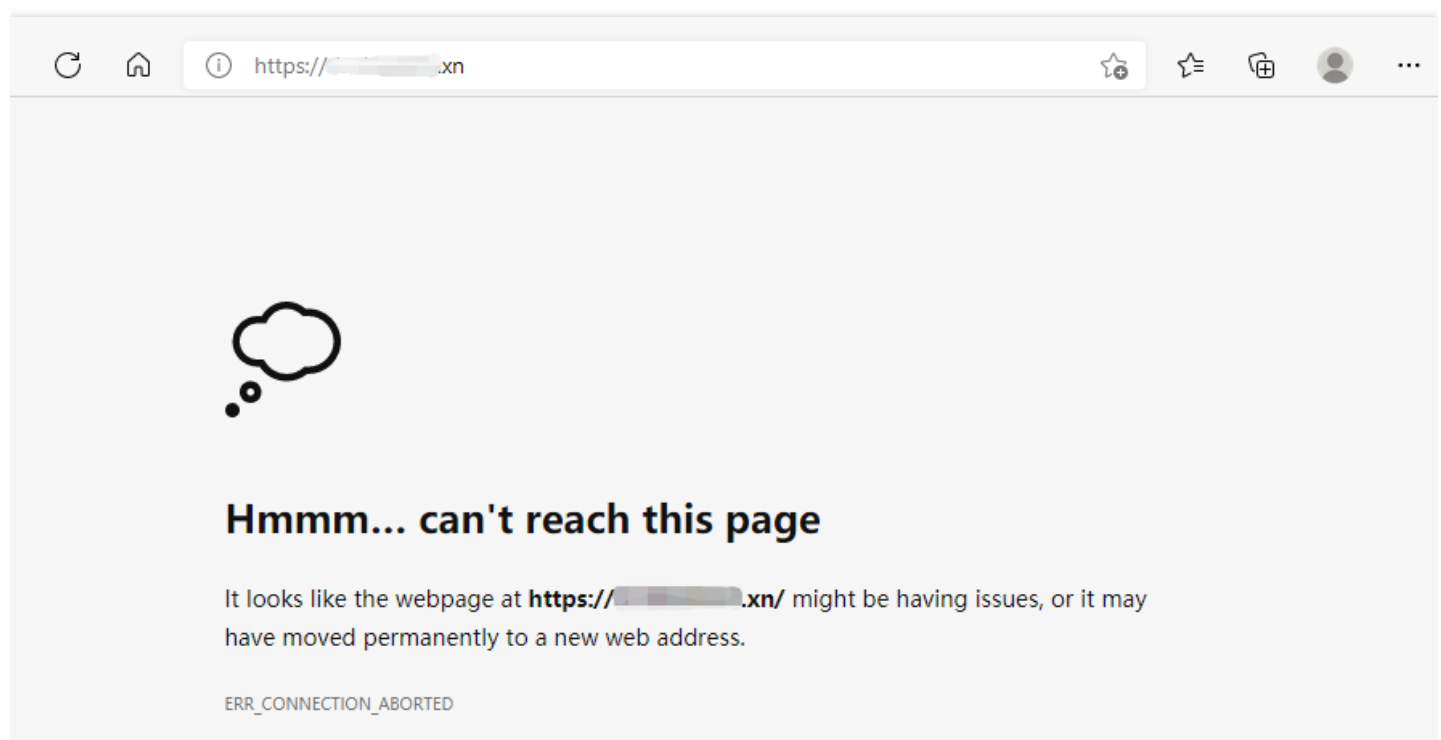
- Purchase a paid SSL certificate to bind to your domain.
- Apply for another domain that does not contain sensitive words.

Website Inaccessible After an SSL Certificate is Deployed

Last updated : 2021-06-16 10:55:11

Symptoms

After the SSL certificate is deployed on the server, using HTTPS to access pages is slow, the page is blank, or “This page can’t be reached” is displayed, as shown in the following figure:



Possible Causes

- **Port 443 is closed on the server firewall:** If port 443 is closed, you may not be able to access pages over HTTPS normally. In this case, please open port 443 on the server and then retry.
- **Disabled security group:** A security group is a virtual firewall that features stateful data packet filtering. It is used for vendors to configure the network access control of CVM, Cloud Load Balancer, TencentDB, and other instances while controlling their outbound and inbound traffic. It is an important means of network security isolation. The security group is disabled by default. You can enable the security group on your server and then retry.

- **Browser cache pollution:** Browser cache speeds up the loading and allows you to make better use of network resources. In most cases, the browser caches recently requested resources and returns these resources when they are requested again.
- **Incorrect configuration file:** If the configuration file of the server's web service is incorrect, requests may not be handled correctly and thus the website cannot be accessed.

Solutions

Opening port 443 on the server firewall

- If you use Tencent Cloud's Cloud Virtual Machine (CVM) service, you can skip this step as port 443 is open on CVM instances by default. Therefore, you can proceed with [Disabled security group](#).
- If you use Tencent Cloud's Lighthouse service, open port 443 by referring to Firewall Management.
- If you use cloud servers of other vendors, please contact your cloud vendor.

Enabling a security group

- If you use Tencent Cloud's CVM service, open port 443 by referring to [Adding Security Group Rules](#).
- Tencent Cloud's Lighthouse service does not have this feature. Therefore, you can check [whether port 443 is opened on the firewall](#).
- If you use cloud servers of other vendors, please check whether your vendor supports this policy. If yes, consult your vendor about how to open port 443. If not, check [whether port 443 is opened on the firewall](#).

Browser cache pollution

Clear your browser cache or try to use another browser to access the page.

Incorrect configuration file

Check whether the configuration file is correct by referring to the corresponding deployment guide, or purchase the certificate deployment service in the Tencent Cloud Market.

Note :

If your SSL certificate was installed and deployed by referring to Tencent Cloud's documentation, please see [Selecting an Installation Type for an SSL Certificate](#).

404 Error After the SSL Certificate is Deployed on IIS

Last updated : 2021-04-13 17:18:07

Error Description

After the SSL certificate is deployed in IIS, a 404 error is reported when you access resources.

Possible Causes

- The websites bound to HTTP and HTTPS are different.
- The website configuration is incorrect.

Solutions



After the certificate is successfully deployed, resources can be accessed over HTTP but not HTTPS (with a 404 error). In this case, if you have configured the SSL certificate in IIS and enabled port 443 in the firewall, you can troubleshoot as follows:

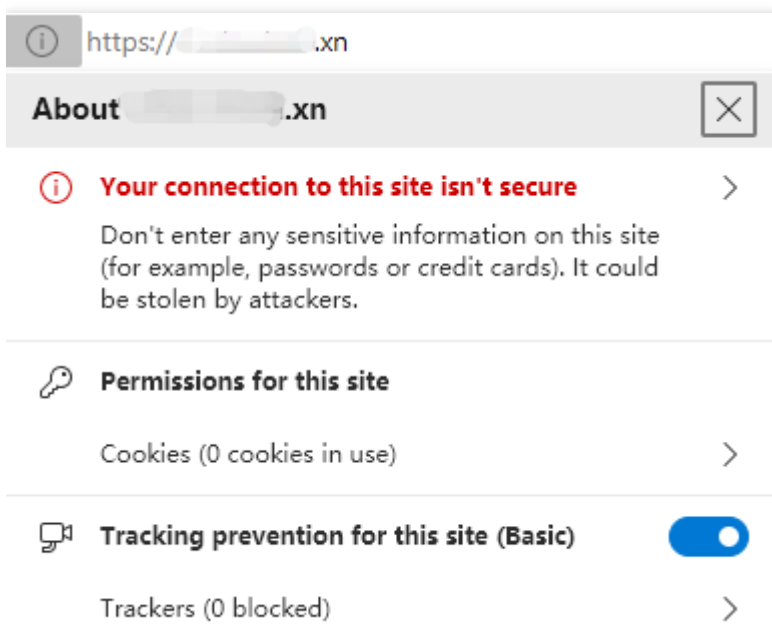
- The website's root directory can be set differently for HTTP and HTTPS. On the IIS server, check how port 443 is bound and confirm whether the website bound to port 443 is the same as that bound to HTTP port 80.
- When you check the port binding, check whether the IP address and hostname of the website are correct.

“Your Connection is Not Secure” is Displayed After the SSL Certificate is Installed

Last updated : 2021-06-16 11:04:47

Symptoms

After the SSL certificate is deployed, the  icon and the “Not Secure” warning are displayed in the address bar when you access the website over HTTPS. If you click , a warning in red, “Your connection is not secure”, is displayed, as shown in the following figure:



Possible Causes

- **Expired SSL certificate:** To ensure the security of private keys, SSL certificates are only effective for a period of time. According to the latest international standard, an SSL certificate can be effective for one year at most. If your SSL certificate has expired but is not replaced in time, the “Not secure” warning in red will be displayed on your website.

- **Insecure website content:** If your website has configured an SSL certificate, but calls external resources such as images and JavaScript files that do not use HTTPS, “Your connection is not secure” may be displayed on your website. If users choose to load the insecure content, the browser will further display the red “Not Secure” warning.

Solutions

Expired SSL certificate

Replace the expired SSL certificate as soon as possible. Then, reapply for a new certificate and deploy it to the website server. The following documents are for your reference:

1. [Selecting an Installation Type for an SSL Certificate](#)

Insecure website content

You can copy the external link to the address bar and append an “s” to the “http” to see whether the external link supports HTTPS access.

- If yes, change “http” to “https” in the code directly.
- If not, download the resources to the local server, modify the resource path to that on your server, and use a relative path such as `image/button.gif` , or a complete HTTPS URL such as `https://***/image/button.gif` .