

Need the Current Status of the System or Upcoming Upgrades?

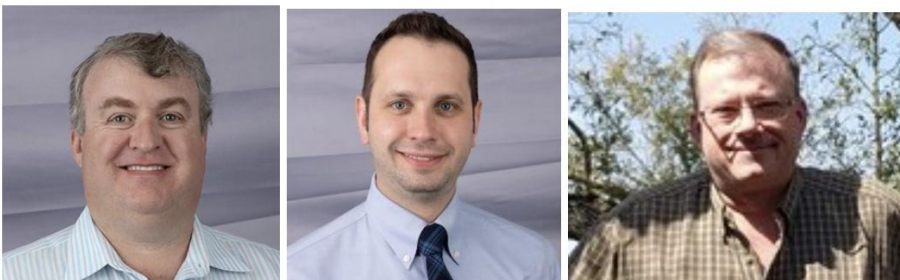
Visit the Sectigo status page: <https://sectigo.status.io/>

Be sure to click the “SUBSCRIBE” button at the top of the page (on the right) to sign up to receive operational information about upcoming outages and changes to Certificate Manager.

Here is the April installment of the monthly communication from the InCommon Certificate Service. Each month we will highlight a frequently asked question from the list (or share other important updates) along with its corresponding responses as well as added notes from our team when needed. Please let us know if there is a question that you would like to see addressed in a future installment of The Latest from the List. In the meantime, keep the great dialogue going on the list!
—Sara Jeanes, InCommon Certificate Service

UPCOMING EVENT — Updates & Upcoming Changes Webinar

There's still time to [register!](#) To learn more about recent and forthcoming updates to the InCommon Certificate Service, join fellow subscribers for a community conversation via webinar on Wed., May 3 at 10 a.m. ET.



Tim Callan, Nick France, and Paul Caskey

Tim Callan and Nick France at Sectigo will speak to the InCommon Certificate Service subscriber community with Paul Caskey, Internet2, moderating the discussion. Topics will include Code Signing Changes, ACME and Automatic Certificate Renewal, and Sectigo SCM Settings Management for More Secure Authentication. [Register now.](#)

THIS MONTH'S Q&A

Question: If you have a pending DCV for a domain, what can you do to have this domain validated?

Answer: Split your DCV process in two. Start the DCV to get the CNAME, closing the UI screen without submitting. Complete and verify the DNS work. Then go back to the UI and submit the DCV order.

If the DCV is submitted before DNS is completed, you will get stuck in a manual queue. If this is the case, you can still handle it as a (D)RAO by deleting and then restarting the DCV. The CNAME hash for the second order is the same as the first one. The second DCV completes in minutes without Sectigo support manually intervening.

As a general rule, DCV order submission should follow DNS completion. Normally I set up the DCV, get the CNAME hash, and once I validate that the CNAME is in place, then I move the DCV to a submitted state. If you follow that practice, usually the DCV takes minutes to complete. If you precede the DNS completion, the initial DCV check breaks or stalls and then needs to be manually pushed through by Sectigo.

—Tim Peiffer, Site Reliability Engineer /SSL Certificate RAO, Office of Information Technology (OIT), University of Minnesota