# [V7] ISSUE: CSR generated in AhsayCBS web console is invalid (order of Locality and Country is incorrect)

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**Product Version:** 

AhsayCBS: 7.5.0.0 - 7.5.0.2

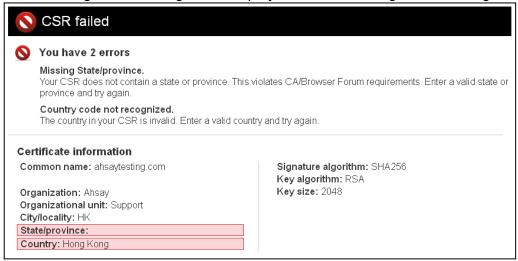
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

## **Problem Description**

When generating CSR via the AhsayCBS console at **System Settings** > **Basic** > **SSL Certificate**, the CSR generated is invalid (cannot be used to purchase a SSL certificate).

The following error messages are displayed when decoding the CSR file generated:



#### Cause

This is a known issue with AhsayCBS 7.5.0.0 - 7.5.0.2.

### Resolution

To resolve the issue, patch the AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by Clicking Here.

Generate the CSR file again afterward.

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# **Keywords**

ssl, cert, certificate, invalid, country, locale, locality, csr, ca

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