

[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:

 **CSR failed**

 **You have 2 errors**

Missing State/province.
Your CSR does not contain a state or province. This violates CA/Browser Forum requirements. Enter a valid state or province and try again.

Country code not recognized.
The country in your CSR is invalid. Enter a valid country and try again.

Certificate information

Common name: ahsaytesting.com

Organization: Ahsay
Organizational unit: Support
City/locality: HK
State/province:
Country: Hong Kong

Signature algorithm: SHA256
Key algorithm: RSA
Key size: 2048

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.

Keywords

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

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