

## Luis Cárdenas Fonseca

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**From:** DigiCert Auto-Reply <no-reply@digicert.com>  
**Sent:** Friday, June 26, 2020 10:12 AM  
**To:** Luis Cárdenas Fonseca  
**Subject:** DigiCert Live Chat Transcript [#00852035]

### DigiCert Live Chat



Thank you for chatting with us today. Please find your transcript below.

Chat Started: Friday, June 26, 2020, 16:57:58 (+0200)

Chat Origin: DigiCert Legacy Validation

Agent Norberta

( 7m 10s ) Norberta: Thanks for using DigiCert Live Chat! You are now chatting with Norberta.  
( 7m 22s ) Norberta: Hello Luis.  
( 7m 22s ) Luis Cárdenas: Hi Norberta  
( 7m 37s ) Norberta: Do you have an order number that I can refernece?  
( 8m 0s ) Luis Cárdenas: I have problems with this request 34196917  
( 8m 24s ) Norberta: Please standby while I review the order 34196917.  
( 9m 0s ) Luis Cárdenas: Yesterday I spent most of the day with you, they made a call to confirm data, but the certificate has not been released yet.  
( 9m 33s ) Norberta: Do you have the common name?  
( 9m 51s ) Luis Cárdenas: rtvirtual.ins-cr.com  
( 9m 53s ) Luis Cárdenas: They indicate to me that the card money has already been downloaded and they require the invoice and I the certificate to install it on our website  
( 10m 9s ) Norberta: Will be with you shortly/  
( 10m 22s ) Luis Cárdenas: thnks  
( 25m 49s ) Norberta: Can you go into your certcentral account, under certificates tab select Requests. Click on order 34196917, and it will open up.  
Please could you click the approve button for the order.  
( 27m 3s ) Norberta: I have sent the order for a review.  
( 30m 27s ) Luis Cárdenas: It generates an error  
( 30m 52s ) Luis Cárdenas: Hash Algorithm contains an invalid value.  
( 30m 59s ) Norberta: Will check.  
( 33m 30s ) Luis Cárdenas: It would be possible to re-generate the request, the problem is that the cost of the certificate has already been charged to the company's card and it is not possible to put it back.  
( 33m 44s ) Luis Cárdenas: Maybe it's faster that way?  
( 34m 8s ) Norberta: Please standby, waiting for feedback from the reviewer.  
( 34m 22s ) Luis Cárdenas: ok thanks, i wait.  
( 41m 30s ) Norberta: The review has been completed.

Can you try again and go to certcentral, and click on the approve button.  
( 42m 30s ) Luis Cárdenas: Yes i will try  
( 42m 59s ) Norberta: Will standby.  
( 43m 5s ) Luis Cárdenas: no, the same problem  
( 43m 6s ) Luis Cárdenas: Hash Algorithm contains an invalid value.  
( 44m 39s ) Norberta: Will check, please standby.  
( 45m 22s ) Norberta: Can you retry it again?  
( 45m 37s ) Luis Cárdenas: i will  
( 46m 41s ) Luis Cárdenas: no, the same issue  
( 46m 47s ) Luis Cárdenas: Hash Algorithm contains an invalid value.  
( 47m 4s ) Norberta: will be with you shortly.  
( 47m 54s ) Norberta: Can you log out and then log back in, then retry again.  
( 51m 4s ) Luis Cárdenas: Yes i will try again  
( 51m 22s ) Luis Cárdenas: No  
( 52m 46s ) Norberta: I will need to transfer you to our technical support, to assist you further.  
( 52m 46s ) Luis Cárdenas: The error persists  
( 53m 13s ) Luis Cárdenas: Yesterday they transferred me and they didn't solve me either  
( 54m 43s ) Norberta: The technical support has more visibility, as I am in validation and on our side everything is complete.  
( 55m 2s ) Luis Cárdenas: Ok go ahead  
( 55m 27s ) Norberta: Please standby while I transfer you.  
Thank you.

Agent Norberta successfully transferred the chat to button Tech DigiCert English

Chat Started: Friday, June 26, 2020, 17:47:36 (+0200)

Chat Origin: Tech DigiCert English

Agent Bathoo

( 56m 48s ) Bathoo: Thank you for using DigiCert Live Chat! You are now chatting with Bathoo.  
( 56m 57s ) Bathoo: Hi Luis  
( 56m 59s ) Luis Cárdenas: Hello Bathoo, have you been able to read the history of the chat?  
( 57m 26s ) Bathoo: One moment while i am reading the history  
( 57m 45s ) Luis Cárdenas: Please I need help with that certificate, I have 3 days of being in contact with you and they do not solve me  
( 59m 15s ) Bathoo: I am sorry to hear that but let me do my best to get this sorted for you  
( 59m 46s ) Bathoo: Please stay hold for while i am looking into your order  
( 1h 0m 8s ) Luis Cárdenas: Please, I know this will be the case because the website is without a certificate and the cost of the card has been charged.  
( 1h 2m 4s ) Bathoo: can you confirm the organization name ?  
( 1h 3m 6s ) Luis Cárdenas: Instituto Nacional de Seguros  
( 1h 3m 10s ) Luis Cárdenas: Costa Rica  
( 1h 4m 17s ) Bathoo: I have located the order for the domain rtvirtual.ins-cr.com under order number #03107291 -  
( 1h 6m 1s ) Bathoo: Luis are you there ?  
( 1h 6m 6s ) Luis Cárdenas: Yes sorry  
( 1h 6m 17s ) Bathoo: can yu confirm the account number ?

( 1h 6m 20s ) Luis Cárdenas: Is this 34196917  
( 1h 7m 2s ) Luis Cárdenas: It is the one I have to approve on the page, but when I do it I get the following error  
( 1h 7m 14s ) Luis Cárdenas: # 139020  
( 1h 7m 24s ) Luis Cárdenas: And this is the error  
( 1h 7m 25s ) Luis Cárdenas: Hash Algorithm contains an invalid value.  
( 1h 7m 35s ) Bathoo: Perfect thank you for the account number  
( 1h 8m 2s ) Bathoo: Our engineering team has identified an issue that is preventing EV certificates from being issued out under a full SHA-2 chain.  
( 1h 8m 21s ) Bathoo: They are currently working to resolve this. In the interim, the only possible workaround would be to enroll for a certificate with a SHA-1 root. This would, of course, depend on your requirements for the certificate.  
( 1h 9m 10s ) Luis Cárdenas: What should i do then  
( 1h 9m 28s ) Luis Cárdenas: My boss is very upset and I must solve it almost now  
( 1h 9m 50s ) Bathoo: I am sorry to hear that however that not your fault at all  
( 1h 10m 1s ) Bathoo: you can reject this certificate request and enroll for a different certificate type  
( 1h 11m 2s ) Luis Cárdenas: But the amount paid?  
( 1h 11m 30s ) Luis Cárdenas: The company's supplier asks me for the invoice because the charge has already been made to the card  
( 1h 11m 53s ) Bathoo: Once you reject it will trigger the refund process which might take up to 7 Working days  
( 1h 12m 29s ) Bathoo: I am not sure if an invoice will be created as the request did not completed  
( 1h 12m 50s ) Luis Cárdenas: Could you generate a note that explains that for me to pass it to the supplier?  
( 1h 13m 38s ) Bathoo: Unfortunately, i cannot do that as technical support but you could speak to your account manager  
( 1h 14m 4s ) Luis Cárdenas: Ok, you could transfer me with a manager  
( 1h 15m 9s ) Bathoo: What i can do is provide you with your account manager contact details and also give him your details so he can contact you  
( 1h 15m 32s ) Luis Cárdenas: Yes please  
( 1h 16m 56s ) Bathoo: Account Manager  
Matteo Peli  
matteo.peli@digicert.com  
801-701-9600  
( 1h 17m 7s ) Luis Cárdenas: Tanhks  
( 1h 17m 44s ) Bathoo: May I have your details as well so i can provide it to him  
( 1h 17m 48s ) Bathoo: ?  
( 1h 19m 12s ) Luis Cárdenas: No at this moment  
( 1h 19m 22s ) Luis Cárdenas: Thanks for your coporation

Best regards,

DigiCert



11 de Junio  
DÍA INTERNACIONAL DEL  
CÁNCER DE PRÓSTATA

GRUPO