

# SSL TLS Wizard

(cPanel >> Home >> Security >> SSL/TLS Wizard)

## Overview

### Important:

- You **must** possess a cPanelID user account in order to purchase SSL certificates through this interface. cPanelID is the username and password combination for the cPanel Store, the cPanel Tickets system, and our Manage2 billing system. For more information about cPanelID, read our [cPanelID documentation](#).
- You can **only** purchase certificates for domains that resolve to an IP address on your server.

The *SSL/TLS Wizard* interface allows you to easily purchase and install SSL certificates for domains on your account. It also lists purchased certificates that an SSL certificate provider has yet to deliver.

## Verification Process

The validation process for Organization Validated (OV) certificates and Extended Validation (EV) certificates requires between three and 30 days. The certificate issuer requires this time to validate the information about your business. EV certificates require more time to issue than OV certificates due to more stringent requirements. To expedite the validation process, click the associated information message for each certificate, if the message exists.

### Important:

Comodo will send you an email with additional validation instructions. Complete these instructions **as soon as possible** to avoid delays.

Although cPanel, L.L.C. will instantly issue a Domain-validated certificate (DV), the validation process may require up to 24 hours before the certificate is available for installation.

## How to purchase certificates

The default interface combines all domains on your account into a single list. Then, it automatically determines the necessary number and arrangement of certificates to secure the domains that you select.

Simple interface  Advanced interface

The simple interface displays all domains on the account in a single list. The system automatically determines the necessary number and arrangement of certificates to secure the selected domains.

To purchase a certificate or certificates for domains on your account, perform the following steps:

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### Select the domains.

Select the checkbox next to each domain name that you wish to secure with a certificate.

- Lines with domains that begin with an asterisk character ( \* ) represent wildcard certificates. If you select a wildcard certificate, the interface will automatically select all of the domains that the wildcard certificate will secure.
- The interface displays a lock icon and an *An SSL certificate currently secures this domain* message with each domain that a

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## Related Documentation

- [SSL TLS Status](#)
- [SSL TLS](#)
- [Certificate Signing Requests - CSR](#)
- [Install and Manage SSL for your site HTTPS](#)
- [Certificates - CRT](#)

## For Hosting Providers

- [More about TLS and SSL](#)
- [What is Domain TLS](#)
- [Tweak Settings - Redirection](#)
- [SSL FAQ and Troubleshooting](#)
- [cPanel Web Disk Configuration](#)

certificate already secures.

- The interface will not allow you to purchase a certificate for a domain if a certificate is pending for that domain. Click *View* to view the pending certificate's information.

Your server will attempt a Domain Control Validation (DCV) check of each domain that you select.

- Gray domains have not yet passed a DCV check.
- Green domains passed the DCV check.
- Red domains failed the DCV check.
- Certificates that you purchased through the cPanel Store automatically include, for no additional cost, each domain's corresponding `www.` subdomain that passes a DCV check.

The interface will **not** allow you to purchase a domain for a website if the list contains a domain with an IP address that does not resolve to your server.

- To remove a domain from a website list, deselect the appropriate checkbox.
- To remove all domains that did not validate from a website list, click *Remove all domains that did not validate*.
- To add a domain back to a website list, select the appropriate checkbox.

Click *Done* to continue.

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### Select the product for the certificate.

Click *Continue* to display a list of certificates that are available for purchase. Select the desired certificate.

- The list of certificates depends on the certificate providers that your hosting provider selects for the cPanel Market.
  - The interface displays a price for each domain on a certificate, and it displays a description when you select it.
  - You may select *1 Year* or *2 Year* certificates if your cPanel Market provider allows multi-year certificates.
  - The interface displays an order subtotal in the upper-right corner of the table. This allows you to compare the wildcard certificate price to individual certificate prices.
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### Resolve issues and confirm selections.

The interface lists any domain and certificate selection issues that it detects.

- You **must** resolve red critical warnings.
- We **strongly** recommend that you resolve yellow alerts.

After you resolve the critical issues, the interface will display your domain and certificate selections for confirmation. To edit the domain list or select a different certificate, click the appropriate green edit icon.

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## Extended Validation (EV) or Organizational Validation (OV)

If you selected an EV or OV certificate in the previous step, a new tab will appear, in which you must enter information about your organization. The certificate authority (CA) will use this information to validate your organization.

**Important:**

The *address* text boxes require information about your organization's physical or mailing address, while the *where incorporated* (JO I) text boxes require information about where your organization registered as a company.

The *Advanced* interface organizes the account's domains, subdomains, and aliased domains by their website. cPanel's configuration of the Apache web server **only** allows you to secure one virtual host's (website's) domains per certificate. For example, the system treats an addon domain as its corresponding subdomain. Because each subdomain exists in its own website, an addon domain exists in its own website.

**Note:**

You **cannot** purchase a wildcard certificate through the *Advanced* interface.

To purchase a certificate or certificates for domains on your account, perform the following steps:



### Select the domains.

Select the checkbox next to each domain name that you wish to add to a website list's certificate.

- The interface will not allow you to purchase a certificate for a domain if a certificate is pending for that domain. Click *View* to view the pending certificate's information.
- Select the checkbox at the top of a website list to add all of its domains to the certificate.

Your server will attempt a Domain Control Validation (DCV) check of each domain that you select.

- Green domains with a checkmark pass the DCV check.
- Red domains with a blue warning triangle fail the DCV check. The interface will display the error message below the domain.
- Certificates that you purchased through the cPanel Store automatically include each domain's corresponding *www.* subdomain (that pass a DCV check) for no additional cost.

The interface will **not** allow you to purchase a domain for a website if the list contains a domain with an IP address that does not resolve to your server.

- To remove a domain from a website list, deselect the appropriate checkbox.
- To remove all domains that did not validate from a website list, click *Remove all domains that did not validate*.
- To add a domain back to a website list, select the appropriate checkbox.



### Select the certificates.

Click *Continue* to display a list of certificates that are available for purchase on that website list. Select the

desired certificate for each website.

- The list of certificates depends on the certificate providers that your hosting provider selects for the cPanel Market.
- The interface displays a price for each domain on a certificate, and displays a description when you select it.
- The interface displays an order subtotal in the upper-right corner of the table.

**Remember:**

You cannot purchase wildcard certificates through the *Advanced* interface.



### Extended Validation (EV) or Organizational Validation (OV)

If you selected an EV or OV certificate in the previous step, a new tab will appear, in which you must enter information about your organization. The certificate authority (CA) will use this information to validate your organization.

**Important:**

The *address* text boxes require information about your organization's physical or mailing address, while the *where incorporated* (JO I) text boxes require information about where your organization registered as a company.



### Add certificates to cart.

Click *Add to Cart* to add a website list's certificate to your shopping cart. To edit the domain list or select a different certificate, click the appropriate green edit icon and make your changes.



### Log in to the cPanel Store.

Click *Check Out* to proceed to the cPanel Store. Then, log in to the cPanel Store with your cPanelID account.

**Remember:**

You **must** possess a cPanelID user account in order to purchase SSL certificates through this interface. cPanelID is the username and password combination for the cPanel Store, the cPanel Ticket system, and our Manage2 billing system.

- If you already possess an account at the cPanel Store, the cPanel Tickets system, or the Manage2 billing system, that is your cPanelID.
- If you do **not** already have an account at those sites, click *Create Account*, enter your email address in the new interface, and click *Create Account*.

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## Confirm the shopping cart contents.

Your server will upload your shopping cart to the cPanel Store, and your browser will redirect you to the cPanel Store interface.

- The left side of the interface displays your desired certificates, their cost, estimated tax, and the total price.
- The right side of the interface displays your payment information and options.

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## Confirm payment information.

Confirm your payment information, or make any necessary changes.

Click *Pay Now* to confirm that you wish to purchase the certificates, or click *Cancel Transaction* to cancel the transaction.

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## Return to the cPanel interface.

The cPanel Store will process your purchase, and your browser will return you to this interface. Click *View Pending Certificates* to display a list of certificates that you have purchased.

**Note:**

The cPanel Store will automatically email a copy of the certificate to the user. If the cPanel Store fails to redirect the user back to this interface, the user can install the certificate manually.

## Pending Certificates

The *Pending Certificates* section of the interface lists all of the SSL certificates that you have purchased from the cPanel Store. The system will automatically poll the certificate provider to determine whether each pending certificate is ready. Refresh the page to display the most current results.

When a certificate is ready, the system will download that certificate and automatically install it on the site.

- To manually check the pending certificate queue, click *Check Pending Certificates*.
- To show the details of a certificate, click *Show Details*.
- To hide the details of a certificate, click *Hide Details*.
- To cancel a purchase, click *Cancel* and confirm that you wish to cancel the transaction.
- To contact the cPanel Market provider about a certificate order, click *Contact Market Provider*.

The interface may display the following status messages:

Status	Description
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<i>CSR Status</i>	Whether the server has finished the <a href="#">certificate signing requests (CSR)</a> . The server submits a CSR to the Certificate Authority (CA) to start the validation process.
<i>DCV Status</i>	Whether the server has finished the DCV check. Often, this finishes automatically when you select a domain.
<i>Free DV Up Status</i>	Whether the server has installed a temporary Domain Validated (DV) certificate. A DV certificate secures the domain during the OV or EV certificate validation.
<i>EV Click-Through Status</i>	<p>A list of items for either you or the CA to finish. The CA cannot issue the EV certificate if any uncompleted items remain. For more information, read Sectigo's <a href="#">What is required for validation?</a> documentation.</p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Remember:</b> If a URL to expedite the validation process exists, the interface will display it in this section.</p> </div>
<i>OV Callback Status</i>	<p>Whether the CA has verified the organization's validity via a phone call.</p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Remember:</b> If a URL to expedite the validation process exists, the interface will display it in this section.</p> </div>
<i>OV Status</i>	A list of items for either you or the CA to finish. The CA cannot issue the OV certificate if any uncompleted items remain.
<i>Validation Status</i>	Whether the validation process is finished.