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When you request an SSL certificate from Starfield Technologies, we will check the DNS of your domain for a CAA (Certificate Authority Authorization) record prior to issuing the certificate. Sometimes, when this CAA check takes place, it will error out even when there is no CAA record in place. When we get an error, there's no way for us to tell whether we can issue a certificate for the affected domain, as there could be CAA records present that forbid issuance, but are not visible because of the error.

Certificate Authority Authorization (CAA) record errors

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Online URL:

<https://www.heartinternet.uk/support/article/certificate-authority-authorization-caa-record-errors.html>