

Alibaba Cloud

Domains

Real-name authentication for
domains

Document Version: 20220507

Legal disclaimer

Alibaba Cloud reminds you to carefully read and fully understand the terms and conditions of this legal disclaimer before you read or use this document. If you have read or used this document, it shall be deemed as your total acceptance of this legal disclaimer.

1. You shall download and obtain this document from the Alibaba Cloud website or other Alibaba Cloud-authorized channels, and use this document for your own legal business activities only. The content of this document is considered confidential information of Alibaba Cloud. You shall strictly abide by the confidentiality obligations. No part of this document shall be disclosed or provided to any third party for use without the prior written consent of Alibaba Cloud.
2. No part of this document shall be excerpted, translated, reproduced, transmitted, or disseminated by any organization, company or individual in any form or by any means without the prior written consent of Alibaba Cloud.
3. The content of this document may be changed because of product version upgrade, adjustment, or other reasons. Alibaba Cloud reserves the right to modify the content of this document without notice and an updated version of this document will be released through Alibaba Cloud-authorized channels from time to time. You should pay attention to the version changes of this document as they occur and download and obtain the most up-to-date version of this document from Alibaba Cloud-authorized channels.
4. This document serves only as a reference guide for your use of Alibaba Cloud products and services. Alibaba Cloud provides this document based on the "status quo", "being defective", and "existing functions" of its products and services. Alibaba Cloud makes every effort to provide relevant operational guidance based on existing technologies. However, Alibaba Cloud hereby makes a clear statement that it in no way guarantees the accuracy, integrity, applicability, and reliability of the content of this document, either explicitly or implicitly. Alibaba Cloud shall not take legal responsibility for any errors or lost profits incurred by any organization, company, or individual arising from download, use, or trust in this document. Alibaba Cloud shall not, under any circumstances, take responsibility for any indirect, consequential, punitive, contingent, special, or punitive damages, including lost profits arising from the use or trust in this document (even if Alibaba Cloud has been notified of the possibility of such a loss).
5. By law, all the contents in Alibaba Cloud documents, including but not limited to pictures, architecture design, page layout, and text description, are intellectual property of Alibaba Cloud and/or its affiliates. This intellectual property includes, but is not limited to, trademark rights, patent rights, copyrights, and trade secrets. No part of this document shall be used, modified, reproduced, publicly transmitted, changed, disseminated, distributed, or published without the prior written consent of Alibaba Cloud and/or its affiliates. The names owned by Alibaba Cloud shall not be used, published, or reproduced for marketing, advertising, promotion, or other purposes without the prior written consent of Alibaba Cloud. The names owned by Alibaba Cloud include, but are not limited to, "Alibaba Cloud", "Aliyun", "HiChina", and other brands of Alibaba Cloud and/or its affiliates, which appear separately or in combination, as well as the auxiliary signs and patterns of the preceding brands, or anything similar to the company names, trade names, trademarks, product or service names, domain names, patterns, logos, marks, signs, or special descriptions that third parties identify as Alibaba Cloud and/or its affiliates.
6. Please directly contact Alibaba Cloud for any errors of this document.

Document conventions

Style	Description	Example
 Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
 Note	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type .
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

Table of Contents

1. Materials required for real-name verification	05
2. Real-name authentication examples	09
2.1. Examples of real-name verification information for individu... ..	09
2.2. Examples of real-name verification information for organiz... ..	11
3. Real-name verification for .cn domain names	14
4. Real-name verification failures and solutions	16

1. Materials required for real-name verification

According to the regulations issued by the China Internet Network Information Center (CNNIC), all domain name holders must submit real, accurate, and complete information of registered domain names. Otherwise, the domain name will be canceled. Therefore, you must submit the required materials and pass the real-name verification after you register a .cn domain name. The verification process includes real-name verification of the registrant and a review of the naming of the domain name.

 **Note**

Individual registrants

The following table lists the materials required to complete real-name verification for individual registrants.

Identity	Required material
Residents in	<ul style="list-style-type: none"> • Resident identity card • Residents without a resident identity card must submit one of the following identity documents: <ul style="list-style-type: none"> ◦ A scanned copy of the original household registration record with seals affixed by the public security bureaus. The name of the registrant must be the same as the name on the household registration record. ◦ A scanned copy of the residency certificate of the domain name registrant. The residency certificate must be affixed with a seal by the public security bureaus. ◦ A scanned copy of the side that contains the profile picture and resident identity card number of the temporary resident identity card.
Residents	Valid identity documents such as the passport

 **Note** When you enter the information about the preceding materials, make sure that the name of the registrant is the same as that on the identity document.

Requirements for uploading files

- You can upload a scanned color copy or digital photo of the original identity document. JPG and BMP images are supported. The size of the image must be 55 KB to 1 MB.
- You must submit a clear, unobstructed image that contains the entire identity document including the borders. Seals affixed by authorities must be in red, clear, and complete.
- Do not modify the content of the identity document in any way. If the format of the image is not supported, **do not directly change the file name extension**. Instead, you can use an image

editor to convert the image to the JPG or BMP format.

- To facilitate the verification process, we recommend that you submit a scanned copy of your resident identity card.

Note If submission fails after you have entered the information and uploaded the materials for real-name verification, see [Real-name verification failures and solutions](#) to troubleshoot the issue.

For more information about the real-name verification materials required for individual registrants, see [Examples of real-name verification information for individual registrants](#).

Organization registrants

Organization registrants, that is, non-natural persons such as enterprises, foundations, and schools, which are based in , must submit a copy of one of the following certificates based on the type of the organization.

Required material	Requirement
Valid business license	<p>Enter the 18-digit unified social credit code on your certificate.</p>  <p>Do not include the replica number (if any)</p> <p>Enter the 18-digit unified social credit code correctly</p> <p>统一社会信用代码 (1/1)</p>

Required material	Requirement
<p>Valid organization code certificate</p>	<p>If the organization code certificate is valid but does not contain an 18-digit unified social credit code, enter the organization code.</p> 

Organization registrants, such as enterprises, foundations, and schools, which reside in must submit the required permits for institutions outside mainland China, such as certificates of incorporation.

Note

- Organizations from regions outside mainland China must submit a photo of a valid certificate that is issued by a verified authority. Screenshots of web pages cannot be used to verify the identity of the organization.
- If the permit of institutions outside mainland China does not contain a certificate number, enter 0 in the Certificate Number field.

Requirements for uploading files

- You can upload a scanned color copy or digital photo of the original certificate or a duplicate. Photos of the JPG and BMP formats are supported. The size of the photo must be 55 KB to 1 MB.
- You must submit a clear, unobstructed image that contains the entire identity document including the borders. Seals affixed by authorities must be in red, clear, and complete.
- Do not modify the content of the identity document in any way. If the format of the image is not supported, do not directly change the file name extension. Instead, you can use an image editor to convert the image to the JPG or BMP format.
- If you use a newly issued certificate for real-name verification, the verification may fail. We recommend that you request real-name verification 10 calendar days after the certificate is issued.

Note If submission fails after you have entered the information and uploaded the materials for real-name verification, see [Real-name verification failures and solutions](#) to troubleshoot the issue.

For more information about real-name verification materials required for organization registrants, see [Examples of real-name verification information for organization registrants](#).

2. Real-name authentication examples

2.1. Examples of real-name verification information for individual registrants

This topic describes how to enter and submit the required information to complete real-name verification. The following examples apply to individual registrants.

An individual registrant can use a valid identity document, such as the **resident identity card** or **passport**, for real-name verification. This topic describes how to use a **resident identity card** or a **passport** for real-name verification.

- [Resident identity card](#)
- [Passport](#)

 **Note** If your domain name fails real-name verification, you must modify the submitted information based on the review comments and submit it again. For more information, see [Real-name verification failures and solutions](#).

Resident identity card

Individual registrants who use their **resident identity cards** for **real-name verification** must enter and submit all the required information by referring to the example shown in the following figure.

 **Note**

- In normal cases when you upload a file for your resident identity card, you need to only upload a scanned copy or a color photo of the side that contains the profile picture. In special cases, such as in the following scenarios, you also need to upload a scanned copy or a color photo of the side that contains the national emblem: your permanent residence is changed, your resident identity card expires, you lose the original resident identity card and reapply for a new one, and the verification authority requires the supplemental file. If you need to provide both sides of your resident identity card, combine the two scanned copies or color photos into one file.
- Chinese natural persons who are based in cannot use their **passports** to complete real-name verification. We recommend that Chinese residents in use their **resident identity cards** and foreign residents use their **passports** to complete real-name verification.
- If registrants are based , we recommend that these registrants use their **passports** for real-name verification.

1 Registrant: Name Example
User type: Person

2 *Real name certification type: passport

3 Upload real name certification

4 *Certification number: 123456789
Please input correct ID number of registrant.

Notes:

- 1 Registrant:** Make sure that the name, language, cases, and special characters such as brackets are the same as the information on the passport. Do not use abbreviated names. **If ICP filing is required, enter full-width brackets with Chinese input method if there are any.**
- 2 Real name certification type:** Select passport.
- 3 Upload real name certification:** Upload a scanned color copy or photo of your passport. Check whether the certificate is valid.
- 4 Certificate number:** Enter the passport number.

3

- Formats: **JPG and BMP** formats are supported. The size of images must be 55 KB to 1 MB.
- Clear: You must submit a clear image that contains complete information.
- Complete: The submitted image must include the borders of the certificate, without a cover, smudges, or watermarks.

Tandatangan Pembawa/Signature of Bearer

4

MALAYSIA

Passport / Jenis / Type: Kod Negara / Country Code: No. Passport / Passport No.:

1 Nama / Name

Warganegara / Nationality: No. Pengenalan / Identity No.:

Tarikh Lahir / Date of Birth: Tempat Lahir / Place of Birth:

Jantina / Sex: Tinggi / Height:

Tarikh dikeluarkan / Date of issue: Tarikh Tamat / Date of Expiry:

Pejabat Pengeluaran / Issuing Office:

Passport

Individual registrants who use their **passports** for **real-name verification** must enter and submit all the required information by referring to the example shown in the following figure.

Note

- Chinese natural persons who are based in cannot use their **passports** to complete real-name verification. We recommend that Chinese residents in use their **resident identity cards** and foreign residents use their **passports** to complete real-name verification.
- If registrants are based , we recommend that these registrants use their **passports** for real-name verification.

1 Registrant: Name Example
User type: Person

2 *Real name certification type: passport

3 Upload real name certification

4 *Certification number: 123456789
Please input correct ID number of registrant.

Notes:

- 1 Registrant:** Make sure that the name, language, cases, and special characters such as brackets are the same as the information on the passport. Do not use abbreviated names. **If ICP filing is required, enter full-width brackets with Chinese input method if there are any.**
- 2 Real name certification type:** Select passport.
- 3 Upload real name certification:** Upload a scanned color copy or photo of your passport. Check whether the certificate is valid.
- 4 Certificate number:** Enter the passport number.

- Formats: **JPG and BMP** formats are supported. The size of images must be 55 KB to 1 MB.
- Clear: You must submit a clear image that contains complete information.
- Complete: The submitted image must include the borders of the certificate, without a cover, smudges, or watermarks.

2.2. Examples of real-name verification information for organization registrants

This topic describes how to enter and submit the required information to complete real-name verification. The following examples apply to organization registrants.

Organization registrants can use a **business license**, **organization code certificate**, **certificate of organization issued by an agency outside mainland China**, or other certificates that contain valid codes. This topic describes how to use a **business license**, **organization code certificate**, or **certificate of organization issued by an agency outside mainland China** to enter and submit the required information for real-name verification.

Registrants that are based in different regions must use different certificates to complete real-name verification. If an ICP filing is required, the name of the registrant, certificate type, and certificate number must be the same as the information used for applying for the ICP filing. The following table lists required certificates for registrants in different regions.

Region	Certificate type	Description
	Business license	Organization domain name registrants that are based in can use a business license and organization code certificate for real-name verification.
	Organization code certificate	
	Certificate of organization issued by an agency outside mainland China	Organization domain name registrants that are based can use a certificate of organization issued by an agency outside mainland China , such as the Hong Kong certificate of incorporation.

Note If your domain name fails real-name verification, you must modify the submitted information based on the review comments and submit it again. For more information, see [Real-name verification failures and solutions](#).

Business license

Organization registrants that use a **business license for real-name verification** must enter and submit all the required information by referring to the example shown in the following figure.

Note The business license specified for organization registrants that are based indicates the permit issued by the State Administration for Industry and Commerce of . Organization registrants that use a business license for real-name verification must select Others as the certificate type.

The image shows a form for real-name verification using a business license. The form fields are:

- Registrant:** 填写样例(杭州)有限公司
- User type:** Enterprise
- Real name certification type:** business license
- Upload real name certification:** A box for uploading a scanned copy of the business license.
- Certification number:** 12345678**23456789

 The business license image (营业执照) shows:

- 名称:** 填写样例(杭州)有限公司
- 统一社会信用代码:** 12345678**23456789 1-1
- 日期:** 2018年12月20日

 Notes:

- 1 Registrant:** Make sure that the enterprise name, including brackets and other special characters you entered is same as that on business license. If ICP filing is required, enter full-width brackets with Chinese input method if there are any.
- 2 Real name certification type:** Select business license.
- 3 Upload real name certification:** Upload a scanned color copy or photo of the business license or its duplicate. Check whether the certificate is valid. Submit the real-name verification request 10 calendar days after the certificate is issued.
- 4 Certificate number:** Enter the unified social credit code or registration number. Do not enter the number of duplicates, such as 1-1. Make sure that you distinguish between the number "0" and the letter "O", number "1" and letter "l", and number "8" and letter "B".

 Additional notes on the right:

- Formats: JPG and BMP formats are supported. The size of images must be 55 KB to 1 MB.
- Clear: You must submit a clear image that contains complete information, including the national emblem and the seal affixed by the authority that manages the certificate.
- Complete: The submitted image must include the borders of the certificate, without a cover, smudges, or watermarks.

Organization code certificate

Organization registrants that use an organization code certificate for real-name verification must enter and submit all the required information by referring to the example shown in the following figure.

1 Registrant: 填写样例(杭州)有限公司

User type: Enterprise

2 *Real name certification type: Organization Code Certificate

Business license number is the unified social credit code.

3 Upload real name certification

4 *Certification number: 0120**43-5

Please input correct certification number of registrant, for example: business license Clear.

Notes:

- 1 **Registrant:** Make sure that the name, including brackets and other special characters you entered is the same as that on the organization code certificate. **If ICP filing is required, enter full-width brackets with Chinese input method if there are any.**
- 2 **Real name certification type:** Select organization code certificate.
- 3 **Upload real name certification:** Upload a scanned color copy or photo of the organization code certificate or its duplicate. Check whether the certificate is valid. Submit the real-name verification request 10 calendar days after the certificate is issued.
- 4 **Certificate number:** Enter the certificate number. Make sure that you distinguish between the number "0" and the letter "O", number "1" and letter "l", and number "8" and letter "B".

- Formats: **JPG and BMP** formats are supported. The size of images must be 55 KB to 1 MB.
- Clear: You must submit a clear image that contains complete information, including the national emblem and the seal affixed by the authority that manages the certificate.
- Complete: The submitted image must include the borders of the certificate, without a cover, smudges, or watermarks.

Certificate of organization issued by an agency outside mainland China

Organization registrants that use a certificate of organization issued by an agency outside mainland China for real-name verification must enter and submit all the required information by referring to the example shown in the following figure.

1 Registrant: 填写样例贸易(香港)有限公司

User type: Enterprise

2 *Real name certification type: Certificates of Overseas Institution

Business license number is the unified social credit code.

3 Upload real name certification

4 *Certification number: 12**567

Please input correct certification number of registrant, for example: business

Notes:

- 1 **Registrant:** Make sure that the enterprise name you entered is the same as that on the certificate. If the enterprise has both a Chinese name and English name, we recommend you to enter the Chinese name. If ICP filing is required, enter **full-width brackets with Chinese input method if there are any.**
- 2 **Real name certification type:** Select the certificate of organization issued by an agency outside mainland China.
- 3 **Upload real name certification:** Upload a scanned color copy or photo of the certificate or its duplicate. Check whether the certificate is valid. Submit the real-name verification request 10 calendar days after the certificate is issued.
- 4 **Certificate number:** Enter the certificate number. Make sure that you distinguish between the number "0" and the letter "O", number "1" and letter "l", and number "8" and letter "B".

- Formats: **JPG and BMP** formats are supported. The size of images must be 55 KB to 1 MB.
- Clear: You must submit a clear image that contains complete information, including the seal affixed by the authority that manages the certificate.
- Complete: The submitted image must include the borders of the certificate, without a cover, smudges, or watermarks.

3. Real-name verification for .cn domain names

You must complete real-name verification after you register a .cn domain name. This topic describes real-name verification for China Internet Network Information Center (CNNIC) templates and .cn domain names.

Prerequisites

Email verification is complete for the domain name registrant.

Context

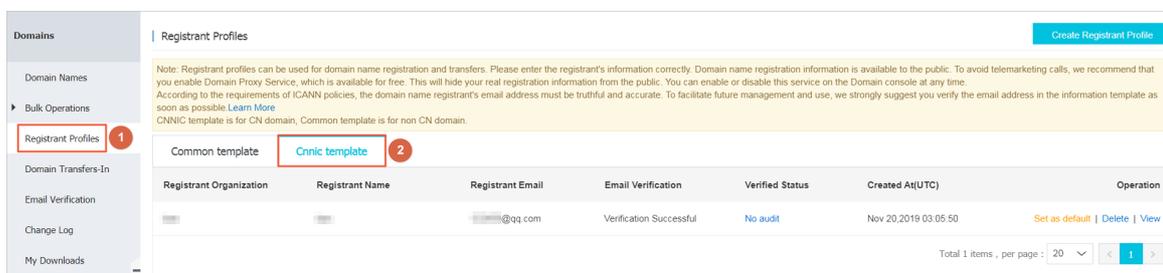
.cn domain names are the country code top-level domain (ccTLD) for the People's Republic of China. The .cn domain names use .cn as the suffix, including domain names that are directly registered at the second or third level.

cn indicates the People's Republic of China. CNNIC is the domain name registry that manages the .cn domain name system and the central database.

Real-name verification for CNNIC templates

If you have created a CNNIC template but have not completed real-name verification for the template, follow these steps to complete real-name verification. You can directly use this template to register other .cn domain names.

1. Log on to the [Alibaba Cloud Domains console](#).
2. In the left-side navigation pane, click **Registrant Profiles** and then click the **Cnnic template** tab.



3. On the **Cnnic template** tab, find the template that requires real-name verification and click **No audit** in the **Verified Status** column.

Note Make sure that the registrant email has been verified before you submit the verification information.

4. On the **Template real-name verification** page, select a certification type, enter your certificate number, and upload a scanned copy or image of your certificate.
 - o For more information about how to fill in the required information and upload the real-name verification materials for individual domain name registrants, see [Examples of real-name verification information for individual registrants](#).
 - o For more information about how to fill in the required information and upload the real-name verification materials for organization domain name registrants, see [Examples of real-name verification information for organization registrants](#).

5. Verify that the information is correct and then click **Save**.

 **Note**

- The submitted information will be verified by a third-party verification authority. The verification process takes three to five weekdays to complete.
- If your real-name verification information fails the verification, troubleshoot the failure by following the instructions provided in [Real-name verification failures and solutions](#).

Real-name verification for domain names

If you have registered a .cn domain name but have not completed real-name verification for the domain name, follow these steps to submit the required information for real-name verification:

 **Note** The Alibaba Cloud International site (alibabacloud.com) supports real-name verification, but does not support ICP filing.

1. Log on to the [Alibaba Cloud Domains console](#).
2. On the **Domain Names** page, find the target domain name, and click **Manage** in the Action column. The **Basic Information** page appears.

 **Note** Make sure that the registrant email has been verified before you submit the verification information.

3. In the left-side navigation pane, click **Real name verification**. On the page that appears, enter the required information and upload the required materials for real-name verification.
 - For more information about how to fill in the required information and upload the real-name verification materials for individual domain name registrants, see [Examples of real-name verification information for individual registrants](#).
 - For more information about how to fill in the required information and upload the real-name verification materials for organization domain name registrants, see [Examples of real-name verification information for organization registrants](#).
4. Verify that the information is correct and then click **Save**.

 **Note**

- The submitted information will be verified by a third-party verification authority. The verification process takes three to five weekdays to complete.
- If your real-name verification information fails the verification, troubleshoot the failure by following the instructions provided in [Real-name verification failures and solutions](#).

4. Real-name verification failures and solutions

After you submit all the information required for the real-name verification, Alibaba Cloud immediately submits the information to the registry-accredited authority for verification. The verification authority checks the submitted information and the domain name registration details for authenticity, consistency, and completeness. If the verification fails, you can consult this topic for solutions.

- Invalid certificate information
- Invalid certificate type or certificate number
- Inconsistent registrant information or certificate information
- Unclear or covered photos of certificates
- Newly issued certificates or certificates not found in the database of the verification authority
- Incomplete registrant certificates
- Invalid registrant certificates
- Validity verification failure of the registrant identity
- Lack of registrant certificates
- Certificate numbers not found in the database of the verification authority or the failure of registrant certificate verification
- Invalid registrant contact information
- Sensitive words in domain names
- Material upload failure due to invalid image format or image size
- Material upload failure due to invalid file format

Invalid certificate information

Problem description: The real-name verification failed and the message **Verification failed due to invalid certificate information** or **Verification rejected due to invalid certificate information** appears.

Solution:

1. Check whether the name you entered in the **Registrant** field is the same as the name on your certificate.

• Make sure that the name, including brackets and other special characters, you entered is the same as that on the certificate. If ICP filing is required, enter full-width brackets with Chinese input method if there are any.
• Check the name. Do not enter spaces.

1 Registrant: 填写样例(杭州)有限公司

User type: Enterprise

*Real name certification type: business license

Business license number is the unified social credit code.

*Upload real name certification

*Certification number:

Please input correct certification number of registrant, for example: business license number. ②

2. Check whether the name you entered in the Certification number field is the same as the name on your certificate.

Registrant: 填写样例(杭州)有限公司

User type: Enterprise

*Real name certification type: business license

Business license number is the unified social credit code.

*Upload real name certification

• Do not enter the number of duplicates, such as 1-1.
• Make sure that you distinguish between the number "0" and the letter "O", number "1" and letter "l", and number "8" and letter "B".
• The certificate number specified in the verification information must be the same as that on the certificate.

1 *Certification number: 123456789123456

Please input correct certification number of registrant, for example: business license number. ②

3. Check whether the certificate type you selected for the Real name certification type parameter is the same as that of the certificate.

- Since October 1, 2015, the business license, the organization code certificate, and the tax registration certificate have been combined into one. The three-in-one certificate is named the business license. If you use the three-in-one certificate for verification, select "business license" as the certificate type when configuring your verification request.
- The certificate type you selected must be the same as that of the actual certificate for real-name verification.

***Real name certification type:**

1 Organization Code Certificate

***Upload real name certification**

2 business license

***Certification number:**

Please input correct certification number of registrant, for example: business

4. Check whether the certificate issue date meets the requirements of the real-name verification.
 - o Make sure that your certificate has been valid for at least 10 calendar days. If you have a newly issued certificate, we recommend that you submit a real-name verification request 10 calendar days after the certificate is issued.
 - o Make sure that your certificate is valid before you submit the certificate information for the real-name verification.

Notice The real-name verification may fail if your certificate is due to expire.



5. Check whether the uploaded materials meet the requirements of the real-name verification.
 - You can upload a scanned color copy or an image of the original identity document. Images of the JPG, JPEG, PNG, BMP, HEIC and WebP formats are supported. The image can be 55 KB to 5 MB in size.
 - You must submit a clear photo that contains the complete identity document, including the borders of the identity document without cover or smudges. Seals affixed by authorities must be in red, clear, and complete.
 - Do not alter the identity document or modify the content of the identity document by using Photoshop. If the format of the image is not supported, **do not directly change the file name extension**. Instead, you can use an image editor to convert the image format to JPG, JPEG, PNG, BMP, HEIC or WebP.

6. Check whether your household registration record is being transferred or you have changed your name.

If your household registration record is being transferred or you have changed your name, the real-name verification may fail. In this case, submit a scanned copy of the residency certificate with seals affixed by the public security bureaus. You can also submit a real-name verification request after your household registration record is transferred. Whether you can pass the real-name verification is determined by the verification authority.

7. Check whether the domain name registrant has a special occupation.

Individuals with special occupations, such as military personnel, cannot use the 18-digit resident identity card number for the real-name verification. We recommend that you submit other identity documents for the verification.

Invalid certificate type or certificate number

Problem description: The real-name verification failed because the certificate type specified by the **Real name certification type** parameter is inconsistent with the type of the uploaded certificate or because the certificate number you entered is invalid.

Solution:

- Check whether the certification type you specified is the same as that of the uploaded certificate.

The certificate type specified by the **Real name certification type** parameter must be the same as that of the individual identity document or organization certificate that you uploaded.

Note

- Organizations and enterprises in must submit a certificate that contains a valid 18-digit Unified Social Credit Code. Organizations and enterprises must submit a certificate of organization issued by an agency outside mainland China.
- Individuals in must submit a resident identity card. Individuals must submit the information from a passport.

The screenshot shows a web form for real-name verification. On the left, there are three input fields:

- *Real name certification type:** A dropdown menu with 'Organization Code Certificate' selected. A blue box with '1' highlights this selection.
- *Upload real name certification:** A file upload area with a folder icon. A blue box with '2' highlights the label 'business license'.
- *Certification number:** An empty text input field.

 A note above the form states: 'Since October 1, 2015, the business license, the organization code certificate, and the tax registration certificate have been combined into one. The three-in-one certificate is named the business license. If you use the three-in-one certificate for verification, select "business license" as the certificate type when configuring your verification request. The certificate type you selected must be the same as that of the actual certificate for real-name verification.'

On the right, there are three sample certificates:

- 1. 组织机构代码证 (Organization Code Certificate):** A blue-bordered certificate with a barcode and text in Chinese.
- 2. 营业执照 (Business License):** A white-bordered certificate with a red seal and text in Chinese.
- 3. 居民身份证 (Resident Identity Card):** A blue-bordered certificate with a red seal and text in Chinese.

- Check whether the certificate number you entered is correct.

The certificate number specified in the verification information must be the same as that on the uploaded certificate. Make sure that you distinguish between digit 0 and letter O, digit 1 and letter l, and digit 8 and letter B.

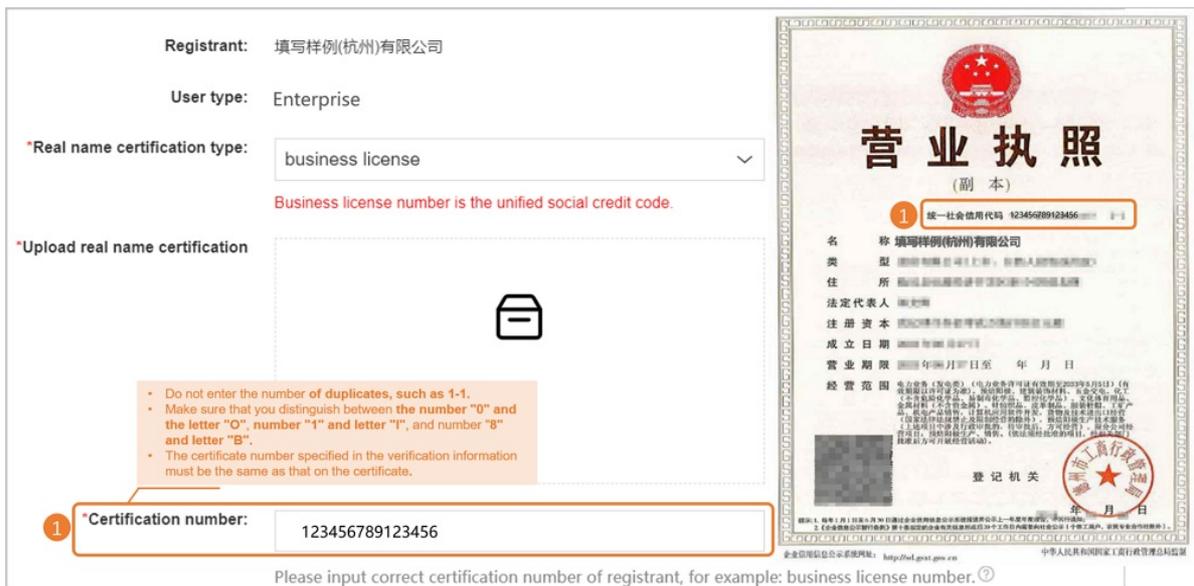
Inconsistent registrant information or certificate information

Problem description: The real-name verification failed and the message **Inconsistent registrant information** or **Submitted information inconsistent with registrant information** appears.

Possible cause: The submitted image of the certificate is a mirrored image, or the certificate specified in the verification information is different from the uploaded certificate.

Solution:

- Check whether the image of the certificate meets the requirements. Some cameras may automatically mirror images. In this case, we recommend that you use another phone or camera to take photos. Before you upload the image of your certificate, make sure that it is not a mirrored image. If you need to upload a scanned copy of a certificate, make sure that it is a scanned color copy.
- Check whether the name of the domain name registrant specified in the domain name information is the same as that on the uploaded identity document. Pay close attention when you enter words with similar forms or pronunciations. Do not use abbreviated or shortened names.
- The certificate type specified by the Real-name certificate type parameter must be the same as that of the uploaded certificate. For example, if the selected certificate type is business license, you must upload an image or scanned copy of your business license.
- The certificate number specified in the verification information must be the same as that on the certificate. If the selected certificate type is identification card or business license, make sure that the certificate number specified in the verification information is the same as that on the resident identity card or business license.



Note

- If your business license has duplicates, do not enter the number of a duplicate, such as (1-1).
- Make sure that you distinguish between digit 0 and letter O, digit 1 and letter I, and digit 8 and letter B.
- You must enter the complete certificate number.

- Select the correct value for the **Country/Region** parameter. If you need to submit an image of the resident identity card or business license for the real-name verification, set the **Country/Region** parameter to . You can check the value of the **Country/Region** parameter in the following ways:

- The real-name verification for registrant profiles: On the **Registrant Profiles** page, find the profile that you want to view and click **View** in the **Operation** column. On the page that appears, you can view the value of the **Country/Region** parameter.
- The real-name verification for the transfer of domain name ownership: On the **Registrant Info Modification** tab of the Info Modification page, you can view the value of the **Country/Region** parameter.

Unclear or covered photos of certificates

Problem description: The real-name verification failed and the message **Unclear or covered photo of certificate** appears.

Solution: Upload a clear and complete image of the certificate.

- **Clear:** Make sure that key information on the certificate, such as the national emblem, seals affixed by the authority, name of the domain name registrant, and certificate number, is clear and complete.
- **Complete:** The image of the certificate must contain the entire identity document and its borders, without cover, smudges, or watermarks.

 **Note** Do not add watermarks to the image of the certificate.

Newly issued certificates or certificates not found in the database of the verification authority

Problem description: The real-name verification failed and the message **Certificate cannot be found in the database** or **Newly issued certificate** appears.

Possible cause: The certificate was newly issued and the certificate information has not been synchronized to the database of the verification authority.

Solutions:

- **Solution 1**

The information about the newly issued certificate or identity document has not been synchronized to the database of the verification authority. It takes a minimum of 10 calendar days to synchronize data. Submit the verification request 10 calendar days after the certificate is issued. You can check whether the information about a newly issued certificate is synchronized to the following organizations on their websites:

- **China Organization Data Service:** You can query the Unified Social Credit Code of an organization registered in mainland China.
- **National Enterprise Credit Information Publicity System:** You can query business licenses.



- Submit the real-name verification request **10 calendar days after** the certificate is issued.
- The certificate must be within the validity period.

- Solution 2

Provide proof of identity documents affixed with seals of the authority that manages your certificate. You can also contact the corresponding data management center to update your information.

Incomplete registrant certificates

Problem description: The real-name verification failed and the message **Incomplete registrant certificate** appears.

Solution: Submit an image that contains the entire identity document including the borders. If you choose to use the business license, scan all information on the license including the national emblem or the seals affixed by the authority that manages the business license.

 **Note** Do not add watermarks to the image of the certificate.

- If you choose to use a resident identity card, take a photo of the side that contains the identity information.
- If you need to submit an image of a household register, take a photo of the page that contains the household registration record of the domain name registrant.

- If you need to submit an image of a foreign permanent resident ID card, take photos of both the front and back sides of the card.
- If you need to submit a photo of a residence permit for Hong Kong (China), Macau (China), and Taiwan (China) residents, take photos of both the front and back sides of the permit.
- If the certificate contains multiple pages, take a photo of the page that contains the organization name, certificate number, and seals affixed by the registration authority.

Invalid registrant certificates

Problem description: The real-name verification failed and the message **Invalid registrant certificate** appears.

Possible cause: The image of the certificate you submitted is unclear or incomplete.

Solution:

- Submit valid verification information. Submit a clear **scanned color copy or image** that contains the entire certificate. The certificate information, including the borders of the certificate and national emblem, must be clear and complete.

 **Note** Printed copies or copies in black and white are not supported.

- The certificate must be affixed with seals of the registration authority.
 - ■ **Organizations:** Submit an image of the business license or organization code certificate that contains a valid **18-digit** Unified Social Credit Code.
 - **Individuals:** Submit an image or a scanned copy of the resident identity card or residence certificate issued in .
 - ■ **Organizations:** Submit an image of the required certificate of organization issued by an agency outside mainland China.
 - **Individuals:** Submit an image of a valid identity document such as a passport.

Validity verification failure of the registrant identity

Problem description: The real-name verification failed and the message **Failed to authenticate the registrant identity** appears.

Possible causes:

- Specific information that you submitted is invalid or not authentic.
- The verification authority failed to receive the latest information that you uploaded.

Solutions:

- If specific information that you submitted is invalid or not authentic, verify the information or use another valid identity document and submit a real-name verification request again.
- If you confirm that the submitted information is valid and authentic, wait one to three weekdays and submit a real-name verification request again.

Lack of registrant certificates

Problem description: The real-name verification failed and the message **Lack of registrant certificate** appears.

Solution:

- Individual domain name registrants must submit an image of the resident identity card or passport issued in . For more information, see [Examples of real-name verification information for individual registrants](#).
- Organization domain name registrants must submit a business license, organization code certificate, or required certificate of organization issued by an agency outside mainland China. For more information, see [Examples of real-name verification information for organization registrants](#).

Certificate numbers not found in the database of the verification authority or the failure of registrant certificate verification

Problem description: The real-name verification failed and the message **Certificate number cannot be found** or **Registrant certificate verification failed** appears.

Solution:

- Check whether the name of the domain name registrant and 18-digit resident identity card number specified in the verification information are correct.

 **Note** Individuals with special occupations, such as military personnel, cannot use the 18-digit resident identity card number for the real-name verification. We recommend that you submit other identity documents for the verification.

- If the verification of the certificate fails, submit an image of the certificate and a screenshot of the web page that shows that the certificate is valid and has been provided by a qualified authority.

Invalid registrant contact information

Problem description: The real-name verification failed and the message **Registrant contact information invalid** appears.

Possible cause: The name of the domain name registrant is different from the name on the individual identity document or organization certificate that you uploaded.

Solution: Check the information of the domain name registrant. Make sure that the name of the domain name registrant is the same as that on the uploaded certificate. If they are different, you must transfer the domain name to the actual registrant and complete the real-name verification by uploading the required materials during the transfer. For more information, see [Transfer domain name ownership](#).

Sensitive words in domain names

Problem description: The real-name verification failed because the verification system detected sensitive words in a domain name. The following messages appear:

- **Registration denied due to the violation of Internet Domain Name Regulations article 27 circumstance 2: Jeopardizing national security, leaking state secrets, intending to overturn the government, or disrupting state integrity.**
- **Registration denied due to the violation of Internet Domain Name Regulations article 27 circumstance 8: Infringing other people's legal rights and interests.**
- **Registration denied due to the violation of Internet Domain Name Regulations article 27 circumstance 9: Other contents prohibited by laws and administrative regulations.**
- **The domain name harms national honor and interests.**
- **Sensitive words.**

Solution: If the real-name verification of a .cn domain name fails because its naming is invalid, the system will automatically issue a refund and CNNIC will delete the domain name. We recommend that you register another domain name and complete the real-name verification. For more information about the naming rules for domain names, see [Naming rules for domain names](#).

Material upload failure due to invalid image format or image size

Problem description: During the real-name verification, materials fail to be uploaded in the **Upload File** step, and a message that indicates that **the image format must be JPG or BMP and the image size must be in the range of 55 KB to 5 MB** appears.

Possible cause: The size or format of the image to be uploaded does not meet the requirements. The image must be of the JPG, JPEG, PNG, BMP, HEIC or WebP format.

Solution: Check whether the size of the uploaded image is 55 KB to 5 MB and whether the image format is JPG, JPEG, PNG, BMP, HEIC or WebP. If the uploaded image does not meet the requirements, use a third-party drawing tool (such as the drawing software that comes with the operating system) to convert the image format or resize the image. Do not directly modify the image suffix. Otherwise, the upload fails because the system cannot recognize the modified image.

Material upload failure due to invalid file format

Problem description: During the real-name verification, materials fail to be uploaded in the **Upload File** page, and a message that indicates that **the file format is invalid** appears.

Possible cause: The image format is not supported. Only the JPG and BMP formats are supported. The image suffix may be directly modified.

Solution: Check whether your image is in the JPG or BMP format. If not, do not directly modify the image suffix. Otherwise, the system fails to recognize the modified image. You can use a third-party drawing tool (such as the drawing software that comes with the operating system) to open the original image, save the image as a JPG or BMP image, and load the image again.