

Document status appears in the Document Message Bar.

Signature status appears in the Signature pane.

Doc Status	Identity Check	Document integrity check
Certified	Verified for all signers. First signature is a certification signature.	Document has not changed or only contains permitted changes. ¹
Certified	Verified for all signers. First signature is a certification signature.	Re-signed X times, then permitted changes were made, then re-signed X times. ¹
Certified	Verified for certifier, but one or more subsequent signers may have a problem.	Unsigned (permitted) changes after an approval signature or some signatures problematic. ¹
Valid	Verified for all signers.	Document has not changed or only contains permitted changes. ¹
Valid, changes	Verified for all signers.	Permitted changes were made, it was then re-signed with one or more approval signatures. ¹
Problematic	Unverified. Certificate validation problem. ^{3,4,5,6}	Unsigned changes or a problem with one or more of the signatures. ^{1,2}
Unknown	Identity check has not executed. ⁷	Integrity check has not executed. ⁷
Invalid	Signer's certificate was bad, expired, or revoked at the time of signing. ⁸	Illegal changes made, document corrupted, or policy restrictions violated. ^{1,9}

Sig Status	Identity Check	Document integrity check
Certified	Verified. Certification signature.	Document has not changed or only contains permitted changes. ¹
Valid	Verified. Approval signature.	Document has not changed.
Valid, changes	Verified. Approval signature.	Permitted but signed changes exist. ¹
Problematic	Certificate validation problem. ^{3,4,5,6}	Unsigned changes after this signature. ^{1,2}
Unknown	Check has not executed. ⁷	Integrity check has not executed. ⁷
Invalid	Signer's certificate expired, or revoked at the time of signing. ⁸	Illegal changes made, document corrupted, or policy restrictions violated. ^{1,9}

ACROBAT 9.0 TROUBLESHOOTING GUIDE:


- ¹View change history in Signature pane: **View Signed Version** to see what was signed.
- ²Sign changes or review and accept them (and ignore the warning).
- ³Make the signer a trusted identity: View the certificate, choose the Trust tab, choose **Add to Trusted Identities**, and set the trust level. Alternatively, set up a trust anchor
- ⁴Signature expired: Check app's validation time preference or have signer re-sign.
- ⁵Review certificate's validity, revocation info, and associated policies.,
- ⁶Verify internet connection, verify server is running (if possible).
- ⁷Save document. Turn on automatic validation or manually validate signature.
- ⁸Have the signer resign with a valid certificate.
- ⁹Have the document re-signed; check policy restrictions and security of your workflow.


STATUS DEPENDS ON TWO CHECKS:

Signer's Identity: Verifies the signer's certificate is trusted (in the validator's list of trusted identities) and valid at the time specified by the Acrobat/Reader configuration: signing time, timestamp time, or current time.

Document integrity: Verifies the signed content hasn't changed or that it has only changed in ways permitted by the signer.

THERE ARE TWO TYPES OF SIGNATURES:

 **Certification:** Certifies the document. Only one allowed per document and it must be the first one. Can lock the document or specify allowed actions such as signing, form fill in, and commenting.

 **Approval:** Signs but doesn't certify. Any number allowed.