Frequently Asked Questions

• General Questions

  • Why is the CERT/CC moving to a more collaborative vulnerability coordination process?
  • Why should I make a VINCE account?
  • What is the service-level agreement (SLA) between the CERT/CC and VINCE users?
  • What type of case does the CERT/CC usually coordinate?
  • What happened to PGP email?
  • Can I still send email to the CERT/CC?
  • Who sees my private messages with the CERT/CC?
  • Who sees the posts in the case discussion?
  • Can I private message a VINCE user other than the CERT/CC?
  • Who are the Coordinators? Can there be more than one?
  • What time zone does VINCE use?
  • How do I use the API?

• For Vendors

  • Should I sign up as an individual or an organization?
  • How do I become associated with a vendor?
  • How do I manage my vendor group?
  • How can I give VINCE access to someone else in my organization?
  • Can I control which cases specific people in my organization have access to?
  • My VINCE account has been associated with the proper vendor group, why can't I access my cases?
  • What should I do if a reporter is not responding or participating in the discussion on VINCE?
  • How do I add my vulnerability status and submit an official statement?
  • Who sees my status and statement?
  • How do I change my vulnerability status or official statement?
  • What does "public" mean for my contact information?
  • How do I update my public contact information?
  • My organization is affiliated with "Vendor X". How can I be sure that I receive all of the notifications that "Vendor X" receives?

• For Reporters

  • Can I participate anonymously?
  • Will the vendor know who I am?
  • What happens to reports submitted anonymously (i.e., without being linked to a VINCE account)?
  • What should I do if a vendor is not responding?
  • What do the various case statuses mean?
  • How can I add information to my submitted vulnerability report?
  • How do I ask the CERT/CC to reconsider a closed case?
  • Will the CERT/CC give me a CVE ID?
  • Can I add another reporter to a current case?
  • Who else can see my report?