

Article Number

000009081

Title

Proxy error "Error during SSL Handshake with remote server"

Summary

Unable to login to Triton - Error during SSL Handshake with remote server

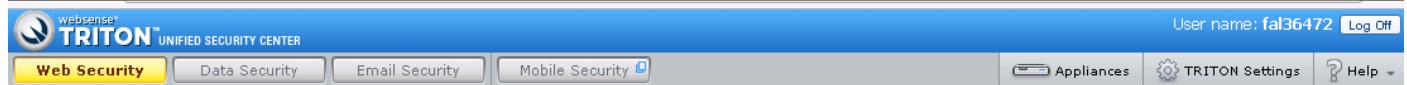
Problem

When trying to log on to the Forcepoint Security Manager (formerly TRITON), the following error message is displayed:

"Proxy Error

The proxy server could not handle the request GET /mng/pages/firstcontact/websense.jsf.

Reason: Error during SSL Handshake with remote server

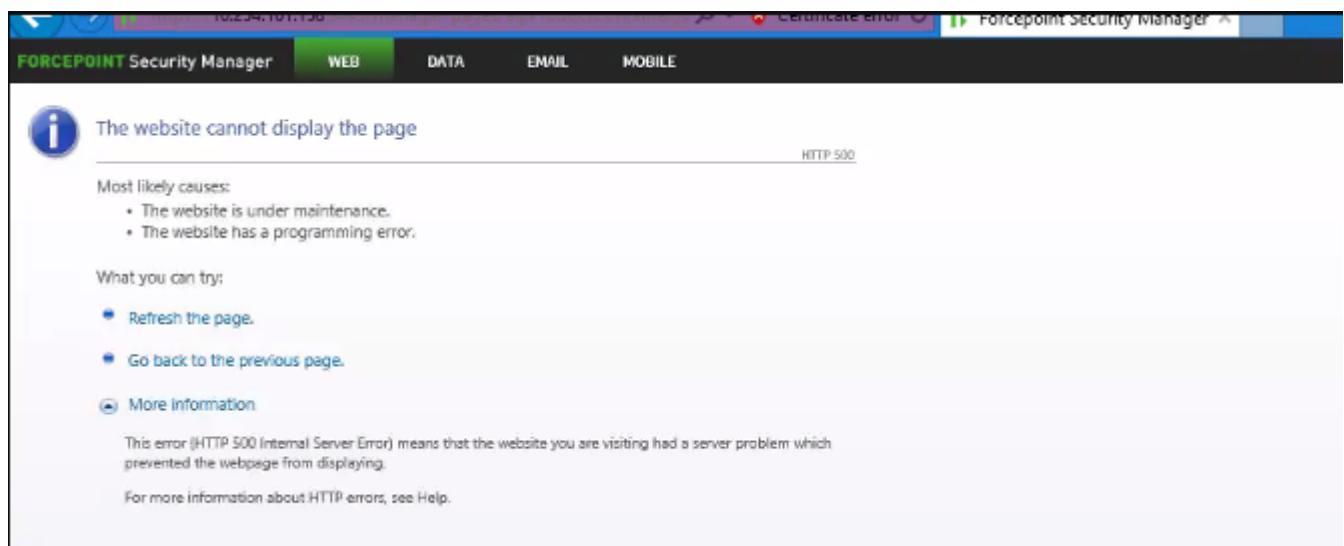


The screenshot shows the Triton Unified Security Center interface. At the top, there's a navigation bar with tabs for Web Security, Data Security, Email Security, and Mobile Security. On the right side of the header, it shows 'User name: fal36472' and 'Log Off'. Below the header, the main content area has a title 'Proxy Error'. Underneath the title, it says 'The proxy server could not handle the request GET /mng/pages/firstcontact/websense.jsf.' and 'Reason: Error during SSL Handshake with remote server'.

Proxy Error

The proxy server could not handle the request <GET /mng/pages/firstcontact/websense.jsf>.

Reason: Error during SSL Handshake with remote server



The screenshot shows the Forcepoint Security Manager interface. At the top, there's a navigation bar with tabs for FORCEPOINT Security Manager, WEB, DATA, EMAIL, and MOBILE. The 'WEB' tab is selected. In the main content area, there's an error message: 'The website cannot display the page'. It includes a list of 'Most likely causes:' with two items: 'The website is under maintenance.' and 'The website has a programming error.'. Below that, it lists 'What you can try:' with three items: 'Refresh the page.', 'Go back to the previous page.', and 'More information.' At the bottom, there's a note about HTTP 500 errors and a link to 'Help'.

Solution

This error may be caused by a certificate issue. There are a few options listed below to resolve the issue.

Replace the current key files with new files

1. Log on to the server where the TRITON Web Security service is installed.
2. Open Windows Explorer and navigate to the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\automation** directory.
3. Run the following batch files. **Note** If the dates in **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** do not change to today's date after doing this step, try again with by running the files as administrator.
 - a. s1_newreq.bat
 - b. s2_server_key.bat
 - c. s3_server_crt.bat
 - d. s4_server_p12.bat
 - e. s5_server_cert_txt.bat
4. Copy the **server.key** file from the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** directory to the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\ssl.key** directory.
5. Copy the **server.crt** file from the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** directory to the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\ssl.crt** directory.
6. Copy the **cakey.pem** file from the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** directory to the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\private** directory.
7. Copy the **manager.p12** file from the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** directory to the **Program Files (x86)\Websense\Web Security\tomcat\conf\keystore\tomcat** directory.
8. Copy the **cert.txt** file from the **Program Files (x86)\Websense\Web Security\apache\conf\ssl\output** directory to the **Program Files (x86)\Websense\Web Security\Manager\OnlineHelp\en\certificateSupport** directory.
9. Restart the services listed below in the following order:

- a. Websense TRITON - Web Security
- b. Websense Web Reporting Tools
- c. Websense RTM Client

Re-install the TRITON Web Security Component

1. Log off TRITON Manager.
2. Log on to the server where TRITON components are installed.
3. Search for **Websense TRITON Setup** and open this installer.
4. Next to the Web module, click **Remove**.
5. Go through the wizard and uninstall only the **TRITON Web Security** service.
6. Restart the server.
7. Search for **Websense TRITON Setup** and open this installer.
8. Next to the Web module, click **Modify**.
9. Install the **TRITON Web Security** service.
10. Log on to TRITON Manager.

Note Re-installing this component creates a new certificate without having to manually edit files.

The TRITON Manager certificate has expired

Review the [Generating a custom Websense Manager SSL certificate](#) KB article on creating a new certificate.

keywords: ssl error; proxy error; cert; certificate; expired; security manager not working; cannot log into security manager; fsm; handshake; unable to login to triton

URL Name

Unable-to-login-to-Triton-Error-during-SSL-Handshake-with-remote-server