

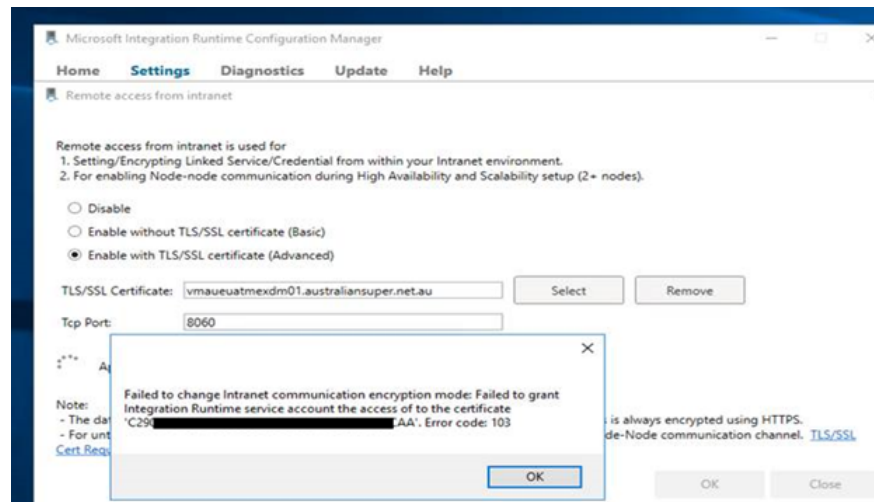
Failed to grant Integration Runtime service account the access of to the certificate 'xxxxxxxxxxxxxxxx'. Error code 103

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Sympton

When installing SHIR via the Microsoft Integration Runtime Configuration manager, customer generated a certificate with a trusted CA. Customer was unable to apply certificate to encrypt communication between 2 nodes. Error symptom is :

Getting error: Failed to change Intranet communication encryption mode: Failed to grant Integration Runtime service account the access of to the certificate 'xxxxxxxxxxxxxxxx'. Error code 103



Cause

The certificate was using KSP(Key storage provider) which is not supported yet. SHIR only support CSP(Cryptographic Service Provider) certificate so far.

Resolution

Suggest customer to use CSP certificate.

```
c:\ms>certutil -csp "Microsoft Enhanced Cryptographic Provider v1.0" -importpfxcert.pfx
CRYPT_IMPL_SOFTWARE -- 2
Enter PFX password:
Certificate "CN=adm, OU=admins, DC=aa, DC=com" added to store.
CertUtil: -importPFX command completed successfully.
```

Solution 1. use Certutil.exe -CSP "CSP or KSP" -ImportPFX xxx to import the certificate

Solution 2: Conversion of certificates openssl pkcs12 -in .\vmaueuatmexdm01.pfx -out .\vmaueuatmexdm01_new.pem -password pass:xxxxxxxxxxx openssl pkcs12 -export -in .\vmaueuatmexdm01_new.pem -out vmaueuatmexdm01_new.pfx

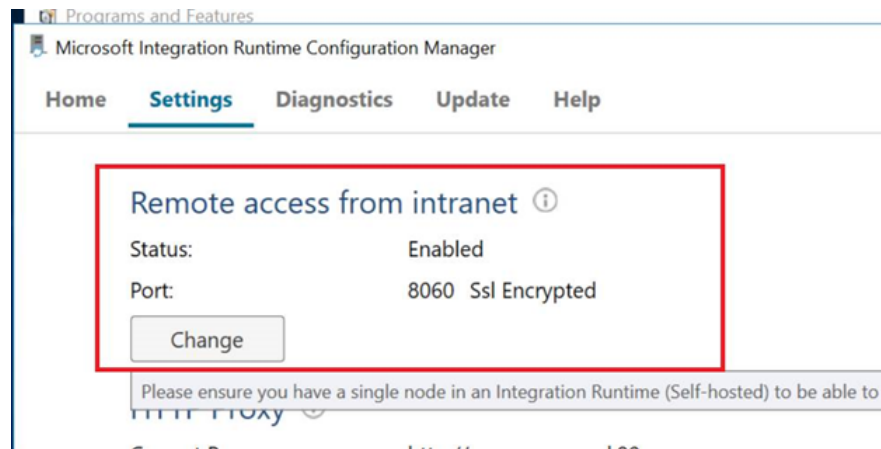
Before conversion:

```
***** Certificate 4 *****
Serial Number:
Issuer: CN=DigiCert SHA2 Secure Server CA, O=DigiCert Inc, C=US
NotBefore: 8/6/2020 12:00 AM
NotAfter: 8/10/2022 12:00 PM
Subject: CN=vmaueuatmexdm01.australiansuper.net.au, O=Australiansuper Pty Ltd, L=Melbourne, S=Victoria, C=AU
Non-root Certificate
Cert Hash(sha1):
Key Container =
Unique container
Provider = Microsoft Software Key Storage Provider
Private key is NOT exportable
Encryption test passed
```

After Conversion:

```
***** Certificate 4 *****
Serial Number:
Issuer: CN=DigiCert SHA2 Secure Server CA, O=DigiCert Inc, C=US
NotBefore: 8/6/2020 12:00 AM
NotAfter: 8/10/2022 12:00 PM
Subject: CN=vmaueuatmexdm01.australiansuper.net.au, O=Australiansuper Pty Ltd, L=Melbourne, S=Victoria, C=AU
Non-root Certificate
Cert Hash(sha1):
Key Container =
Unique container
Provider = Microsoft Enhanced Cryptographic Provider v1.0
Encryption test passed
```

Install and success.



A similar issue in 2017: https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/286763/Failed-to-grant-IR-service-account-access

Additional Information:

- Icm References: 202227265
- Keywords: Self-hosted Integration Runtime. Certificate. CSP. KSP