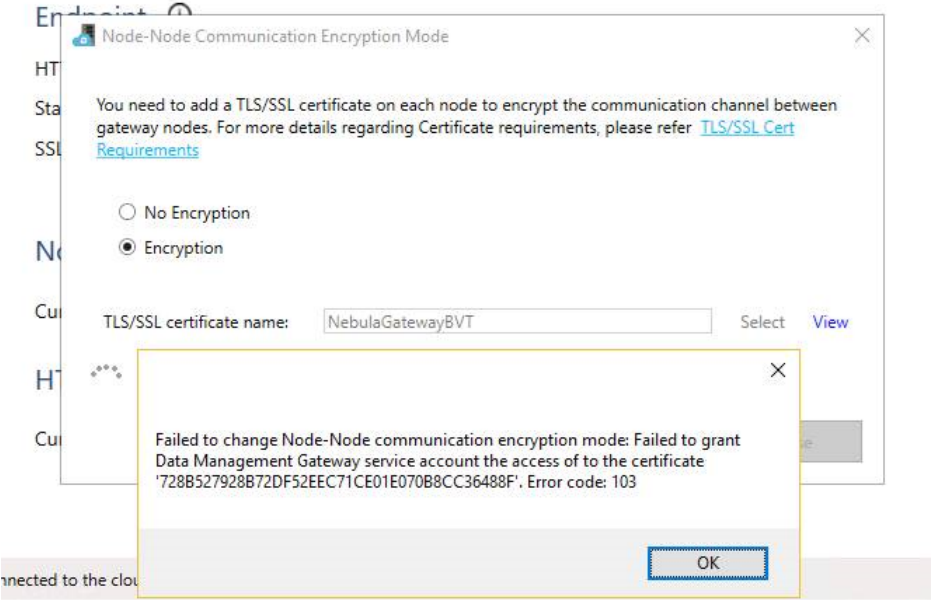# Failed to grant IR service account access

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

Monday, October 9, 2017
6:44 PM

* This channel is used for Node-Node communication in case of High Availability & Scalability setup. It is OK to skip TLS/SSL cert selection if customer only use this IR on single node or in DEV/POC environment.

SME	Tong Wu(tongwu)
Symptoms	TLS/SSL Certificate validation failed with error message: "Failed to grant IR service account access" Error message in Event log: Failed to grant IR service account the access of to the certificate '728B527928B72DF52EEC71CE01E070B8CC36488F'. to Data Management IR service account. Reason: Failed to grant IR service account the access of to the certificate '728B527928B72DF52EEC71CE01E070B8CC36488F'. to IR service account. Reason: Invalid provider type specified.
Cause	The Cert customer provided is a CNG (KSP) certificate which is not supported yet
Resolution	1. Suggest customer to use CSP certificate. or 2. Skip SSL cert settings if customer only use ir as single node mode or only for test/Poc purpose.

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