

SelfHosted IR offline due to SSL connection failure

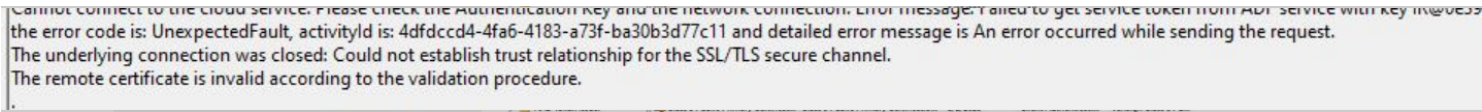
Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

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Issue

check the Event Log: An error occurred while sending the request. The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel. The remote certificate is invalid according to the validation procedure.



Summary of impact: SHIR would offline

Mitigation

we are rolling out a new SSL cert which is signed from DigiCert, please ask customer to check whether the DigiCert Global Root G2 is in the trusted root CA

	Issued To	Issued By	Expiration Date	Intended Purposes	Friendly Name	Status	Certificate Tem...
Certificates - Local Computer							
Personal							
Trusted Root Certification Authorities							
Certificates	AAA Certificate Services	AAA Certificate Services	1/1/2029	Client Authentication...	Sectigo (AAA)		
Enterprise Trust	Actalis Authentication Root CA	Actalis Authentication Root CA	9/22/2030	Client Authentication...	Actalis Authenticati...		
Intermediate Certification Authorities	AddTrust External CA Root	AddTrust External CA Root	5/30/2020	Client Authentication...	Sectigo (AddTrust)		
Trusted Publishers	AffirmTrust Commercial	AffirmTrust Commercial	12/31/2030	Client Authentication...	AffirmTrust Comm...		
Untrusted Certificates	ameroot	ameroot	5/25/2026	<All>	<None>		
Third-Party Root Certification Authorities	AzureEngBuildCodeSign	AzureEngBuildCodeSign	3/20/2017	<All>	<None>		
Trusted People	Baltimore CyberTrust Root	Baltimore CyberTrust Root	5/13/2025	<All>	<None>		
Client Authentication Issuers	Baltimore CyberTrust Root	Baltimore CyberTrust Root	5/13/2025	Client Authentication...	DigiCert Baltimore ...		
Preview Build Roots	Certification Authority of WoSign	Certification Authority of WoSign	8/8/2039	Client Authentication...	WoSign		
Test Roots	Certum CA	Certum CA	6/11/2027	Client Authentication...	Certum		
AAD Token Issuer	Certum Trusted Network CA	Certum Trusted Network CA	12/31/2029	Client Authentication...	Certum Trusted Net...		
eSIM Certification Authorities	Class 3 Public Primary Certificat...	Class 3 Public Primary Certificatio...	8/2/2028	Client Authentication...	VeriSign Class 3 Pu...		
Homegroup Machine Certific...	COMODO RSA Certification Auth...	COMODO RSA Certification Auth...	1/19/2038	Client Authentication...	Sectigo (formerly C...		
Local NonRemovable Certific...	Copyright (c) 1997 Microsoft C...	Copyright (c) 1997 Microsoft Corp.	12/31/1999	Time Stamping	Microsoft Timesta...		
MSIEHistoryJournal	D00155DD66228	D00155DD66228	7/16/3016	Server Authentication...	<None>		
Remote Desktop	DigiCert Assured ID Root CA	DigiCert Assured ID Root CA	11/10/2031	Client Authentication...	DigiCert		
Certificate Enrollment Request...	DigiCert Global Root CA	DigiCert Global Root CA	11/10/2031	Client Authentication...	DigiCert		
Smart Card Trusted Roots	DigiCert Global Root G2	DigiCert Global Root G2	1/15/2038	Client Authentication...	DigiCert Global Roo...		
Trusted Devices	DigiCert Global Root G3	DigiCert Global Root G3	1/15/2038	Client Authentication...	DigiCert Global Roo...		
Trusted Root	DigiCert High Assurance EV Ro...	DigiCert High Assurance EV Root ...	11/10/2031	Client Authentication...	DigiCert		
Web Hosting	DO_NOT_TRUST_FiddlerRoot	DO_NOT_TRUST_FiddlerRoot	7/9/2023	Server Authentication...	<None>		
Windows Live ID Token Issuer	DST Root CA X3	DST Root CA X3	9/30/2021	Client Authentication...	DST Root CA X3		
	D-TRUST Root Class 3 CA 2 2009	D-TRUST Root Class 3 CA 2 2009	11/5/2029	Client Authentication...	D-TRUST Root Class...		
	Entrust Root Certification Auth...	Entrust Root Certification Authority	11/28/2026	Client Authentication...	Entrust		
	Entrust Root Certification Auth...	Entrust Root Certification Authori...	12/8/2030	Client Authentication...	Entrust.net		
	Entrust.net Certification Author...	Entrust.net Certification Authority...	7/24/2029	Client Authentication...	Entrust (2048)		

If not, download it from here <http://cacerts.digicert.com/DigiCertGlobalRootG2.crt>