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.

Cannot connect to the cloud service. Please check the Authentication Key and the network connection. Error message: Failed to get service token from ADF service with key ik@0e39 the error code is: UnexpectedFault, activityId is: 4dfdccd4-4fa6-4183-a73f-ba30b3d77c11 and detailed error message is 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.
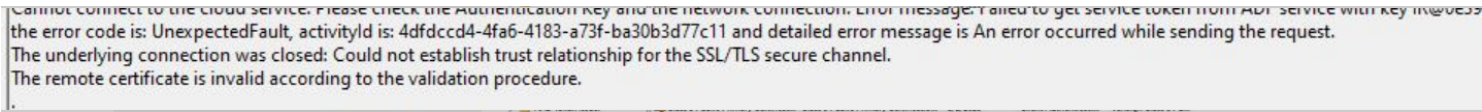
Summary of impact: SHIR would offline

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

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