Time Zone - GMT (UTC +00)   10 November, 2021

[23:10:50] **Satinder SINGH** : Just installed SSL Certificate on my Tomee(Tomcat) as per the name cheap article (link ahead) but did not get secure connection to my site www.gdfnow.org. https://www.namecheap.com/support/knowledgebase/article.aspx/9441/33/installing-an-ssl-certificate-on-tomcat/

SSL

[23:10:56] [Oleksandr Siroklyn joined the chat]

[23:11:12] **Oleksandr Siroklyn** : Hello Satinder! Thank you for contacting our Live Support Chat.

[23:11:20] **Oleksandr Siroklyn** : Please allow me 5-7 minutes to check the situation.

[23:11:40] **Satinder SINGH** : Thanks.

[23:17:06] **Oleksandr Siroklyn** : Thank you for being patient. According to my check, the certificate for gdfnow.org is not installed. You an check it here: https://decoder.link/sslchecker/gdfnow.org/443

[23:17:22] **Oleksandr Siroklyn** : Please let me know what exact steps were done during installation on Tomcat.

[23:21:43] **Satinder SINGH** : I received all the files in the email and installed on the Tomcat Server as per the instruction in the link, I shared originally. However, in the link that you have provided me above, I see the following message "443 port seems to be closed, check your firewall/server configuration." Looks like I need to open the port 443. Please advise.

[23:22:42] **Oleksandr Siroklyn** : Thank you for your clarification. Please allow me 5-7 minutes to check what can be done.

[23:22:58] **Satinder SINGH** : Thanks

[23:30:44] **Oleksandr Siroklyn** : Thank you for being patient. Please share the content of the configuration file on Tomcat (Connector one) via this secure tool: https://secureshare.support

[23:30:56] **Oleksandr Siroklyn** : Follow these simple steps to securely share your message with us:
1. Open the https://secureshare.support link in your browser.
2. Enter or paste the message you want to send securely.
3. Add a passphrase to further protect your message (this is optional and not required).
4. Set the desired expiration period for your message.
5. Click "Get one time link for secure message" and provide us with the link you have received.

[23:31:20] **Oleksandr Siroklyn** : Also, please specify if there were any errors during the Tomcat restart.

[23:31:39] **Oleksandr Siroklyn** : *configuration file of Tomcat

[23:38:34] **Satinder SINGH** : Here is the link and the passphrase is Nimrat123

[23:39:06] **Oleksandr Siroklyn** : Thank you for the update. Please share the link.

[23:39:39] **Satinder SINGH** : https://secureshare.support/secret/tcw4w856u52y5lbqd22s67zhgkdjk39o

[23:39:47] **Oleksandr Siroklyn** : Thank you for it.

[23:40:25] **Satinder SINGH** : NP. I'll check the server log in the mean time

[23:40:54] **Oleksandr Siroklyn** : The links say that the passphrase Nimrat123 is not correct.

[23:41:21] **Satinder SINGH** : Ah. try Nimrat then.

[23:41:31] **Oleksandr Siroklyn** : Sure.

[23:41:49] **Oleksandr Siroklyn** : I managed to open the link. Please allow me 7-10 minutes to check the content.

[23:42:03] **Satinder SINGH** : Great. Thanks

[23:46:01] **Oleksandr Siroklyn** : Thank you for being patient. The configuration file looks good. Please share the content of log file via this secure tool: https://secureshare.support/

[23:47:05] **Satinder SINGH** : I see no issue in log files either still happy to share. Give me a minute please.

[23:47:14] **Oleksandr Siroklyn** : Sure, I will wait.

[23:54:44] **Satinder SINGH** : Here is the link: https://secureshare.support/secret/lf5s8z59sy69phqmbc6lzw4oifkvfo7i

[23:54:56] **Oleksandr Siroklyn** : Thank you for it.

[23:55:00] **Satinder SINGH** : And the passphrase is same as before.

[23:55:32] **Oleksandr Siroklyn** : I opened the link. Please allow me 7-10 minutes to check the content.

[23:56:25] **Satinder SINGH** : There is an error message that I can see: The configured protocol [org.apache.coyote.http11.Http11AprProtocol] requires the APR/native library which is not available

[23:56:56] **Oleksandr Siroklyn** : Thank you for your notice.

[00:04:24] **Satinder SINGH** : I can afford to stay online for only next 30 mins, I am afraid, then I need to go to sleep.

[00:09:10] **Oleksandr Siroklyn** : I appreciate your patience. I can see that the library required for the HTTPS connection of your webserver is missing. You can use this command to update the needful library: sudo apt-get upgrade libtcnative-1

[00:09:49] **Satinder SINGH** : Sure. Let me try

[00:10:06] **Oleksandr Siroklyn** : More details can be checked at: https://stackoverflow.com/questions/39998811/tomcat-ans-apr-lib-requires-the-apr-native-library-which-is-not-available

[00:11:39] **Satinder SINGH** : Ah. useful link. Thanks. I'll resume in the morning.