

Website Hosting - Bug #527

Unable to Login to StartCom Control Panel With "ssl_error_unknown_ca_alert" Error

01/05/2015 10:02 AM - Daniel Curtis

Status:	Closed	Start date:	01/05/2015
Priority:	Urgent	Due date:	
Assignee:	Daniel Curtis	% Done:	100%
Category:		Estimated time:	0.50 hour
Target version:		Spent time:	1.00 hour
Description			
<p>While going to renew one of my SSL certificates, I came across an error that prevented me from logging into the StartCom Control Panel. The error stated:</p> <p>Secure Connection Failed An error occurred during a connection to auth.startssl.com. Peer does not recognize and trust the CA that issued your certificate. (Error code: ssl_error_unknown_ca_alert)</p> <p>The browser I use to administer my StartCom account is Firefox 34, and after looking around online I found a workaround.</p> <ul style="list-style-type: none">• Go to <u>Preferences</u> -> <u>Advanced</u> -> <u>Certificates</u> -> <u>View Certificates</u> -> <u>Authorities</u>• Scroll down to the StartCom Certificate Authority• Now <u>Delete/Distrust</u> every certificate that is marked Software Security Device <p>Doing this allowed me to once again log into the StartCom Control Panel. Although I do not like the prospect of manipulating certificate authorities in the browser, I understand that StartCom recently changed one or more of their certificates, which will undoubtedly cause problems.</p> Resources			
<ul style="list-style-type: none">• https://forum.startcom.org/viewtopic.php?f=15&t=2522&start=0&st=0&sk=t&sd=a&sid=8e35c7ce6440a09fbf7e808e0444e579&view=print			

History

#1 - 01/05/2015 10:03 AM - Daniel Curtis

- Description updated

- Status changed from New to Resolved

- % Done changed from 0 to 100

#2 - 01/10/2015 04:24 PM - Daniel Curtis

- Status changed from Resolved to Closed