



## Web portal not accessible by https with "ERR\_SSL\_FALLBACK\_BEYOND\_MINIMUM\_VERSION" or "Secure connection not available" errors

to version Application Suite 2017.1.1

### Applies to:

Application Suite up to Winter 2017.1.1 (fixed in 2017.1.2)

### Description

Web portal is not reachable by HTTPS protocol with updated browser (Google Chrome >= 50, Mozilla Firefox >=45). Trying to open https://<IPAS> result in *ERR\_SSL\_FALLBACK\_BEYOND\_MINIMUM\_VERSION* or *Secure connection not available* error, or address results not reachable at all.

### Cause

Web portal certificate is not compatible with the minimum version of supported SSL of updated browser

### Solution

You have two way for resolve this issue:

1. Upload to Imagicle application server a certificate released by a trusted authority in your network and use it for Imagicle web portal HTTPS access
2. Replace the attached ImagicleSSLCert.ps1 with the file you find in: <IAS-INSTALLATION-FOLDER>\System\SSL\
3. Run the batch script <IAS-INSTALLATION-FOLDER>\System\SSL\FixHttps\FixHttps.bat