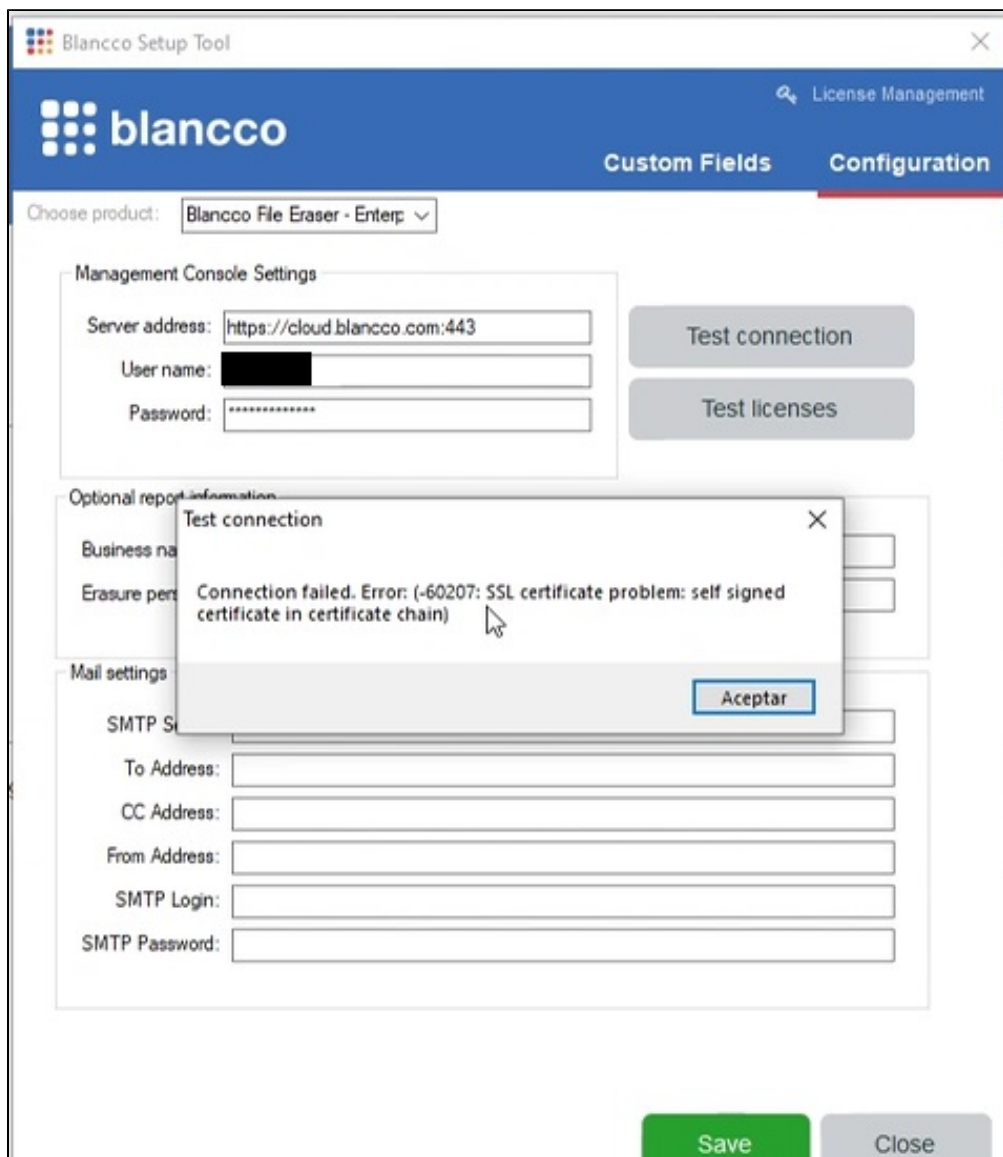


Self Signed Certificate Error when connecting Blancco File Eraser to Blancco Management Console

Created date	Updated date	Affects version	Fix version
01 Sep 2023	01 Sep 2023	File Eraser - 8.5.2	N/A

Problem

When connecting a Blancco File Eraser client to Blanco Cloud or Blancco Management Portal you receive an error stating "Connection failed. Error (-60207: SSL certificate problem: self signed certificate in certificate chain)".



Cause

SSL connections require a certified chain of custody between the client and the server. A self-signed certificate in the certificate chain will cause the SSL connection to fail, and a connection error will be displayed.

Resolution

Option 1 - Obtain a SSL certificate issued by a valid certificate authority to replace the self-signed certificate in the chain.

Option 2 - Disable SSL certificate checking in Blancco File Eraser. Instructions on disabling SSL certificate checking can be found in section 6.4 of the Blancco File Eraser Admin Manual.
Please contact support for more information