

# RDP SSL Error

464 Nesvin KN January 29, 2025 [Common Errors & Troubleshooting](#) 2455

## How to fix RDP SSL errors?

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**Overview:** This article explains how to fix RDP SSL errors, including "ERR\_EMPTY\_RESPONSE," "ERR\_BAD\_SSL\_CLIENT\_AUTH\_CERT," and "SSL\_ERROR\_RX\_CERTIFICATE\_REQUIRED\_ALERT," by ensuring that the same certificate and key used for the web server are copied to the Ezeelogin directory.

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### 1. How to solve error "ERR\_EMPTY\_RESPONSE" ?

**Step 1(A):** To resolve the above error copy the certificate and key used for the web server to Ezeelogin directory.

Refer below example to copy the self-signed certificate and key to **/usr/local/etc/ezeelogin/**

```
root@gateway:~# cp /etc/httpd/ssl/apache.crt /usr/local/etc/ezeelogin/tls_cert.pem  
root@gateway:~# cp /etc/httpd/ssl/apache.key /usr/local/etc/ezeelogin/tls_key.pem
```

**Note:** Also, make sure that the .pem files are readable by the webserver user such as nobody/www-

root/apache, etc. An easy way to grant the web user read privileges would be `chmod 644 /usr/local/etc/ezlogin/*.pem`

## 2. How to solve error

**"ERR\_BAD\_SSL\_CLIENT\_AUTH\_CERT" and  
"SSL\_ERROR\_RX\_CERTIFICATE\_REQUIRED\_ALERT"  
?**

### Error in Microsoft Edge



#### Access to cloudweg.com was denied

cloudweg.com didn't accept your login certificate, or a login certificate may not have been provided.

Try contacting your organisation.

ERR\_BAD\_SSL\_CLIENT\_AUTH\_CERT

### Error in Mozilla Firefox

## Secure Connection Failed

An error occurred during a connection to cloudweg.com:22555.  
SSL\_ERROR\_RX\_CERTIFICATE\_REQUIRED\_ALERT

Error code: SSL\_ERROR\_RX\_CERTIFICATE\_REQUIRED\_ALERT

- The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.
- Please contact the website owners to inform them of this problem.

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Try Again

**Step 2(A):** The above errors can be resolved by copying the same valid certificate and key used for the web server to the Ezeelogin directory.

```
root@gateway:~# cp /path/to/webserver/key.pem /usr/local/etc/ezeelogin/tls_key.pem
```

```
root@gateway:~# cp /path/to/webserver/cert.pem /usr/local/etc/ezeelogin/tls_cert.pem
```

### Example:

```
root@gateway:~# cp /etc/letsencrypt/live/cloudweg.com/privkey.pem /usr/local/etc/ezeelogin/tls_key.pem
```

```
root@gateway:~# cp /etc/letsencrypt/live/cloudweg.com/fullchain.pem /usr/local/etc/ezeelogin/tls_cert.pem
```

**Note:** Also, make sure that the .pem files are readable by the webserver user such as nobody/www-root/apache, etc. An easy way to grant the web user read privileges would be `chmod 644 /usr/local/etc/ezeelogin/*.pem`

**Step 2(B):** Restart apache web service

```
root@gateway:~# systemctl restart apache2
```

**Step 2(C):** Try to access [RDP](#) again

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## Related Articles

[RDP Error: This computer can't connect to the remote computer](#)

[Could not Start Ezeelogin RDP proxy](#)

[Add windows server for RDP via browser](#)

[Forcing RDP to use TLS Encryption](#)

Online URL: <https://www.ezeelogin.com/kb/article/rdp-ssl-error-464.html>