

RDP SSL Error

464 Nesvin KN January 29, 2025 [Common Errors & Troubleshooting](#) 2977

How to fix RDP SSL errors?

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.

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

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>