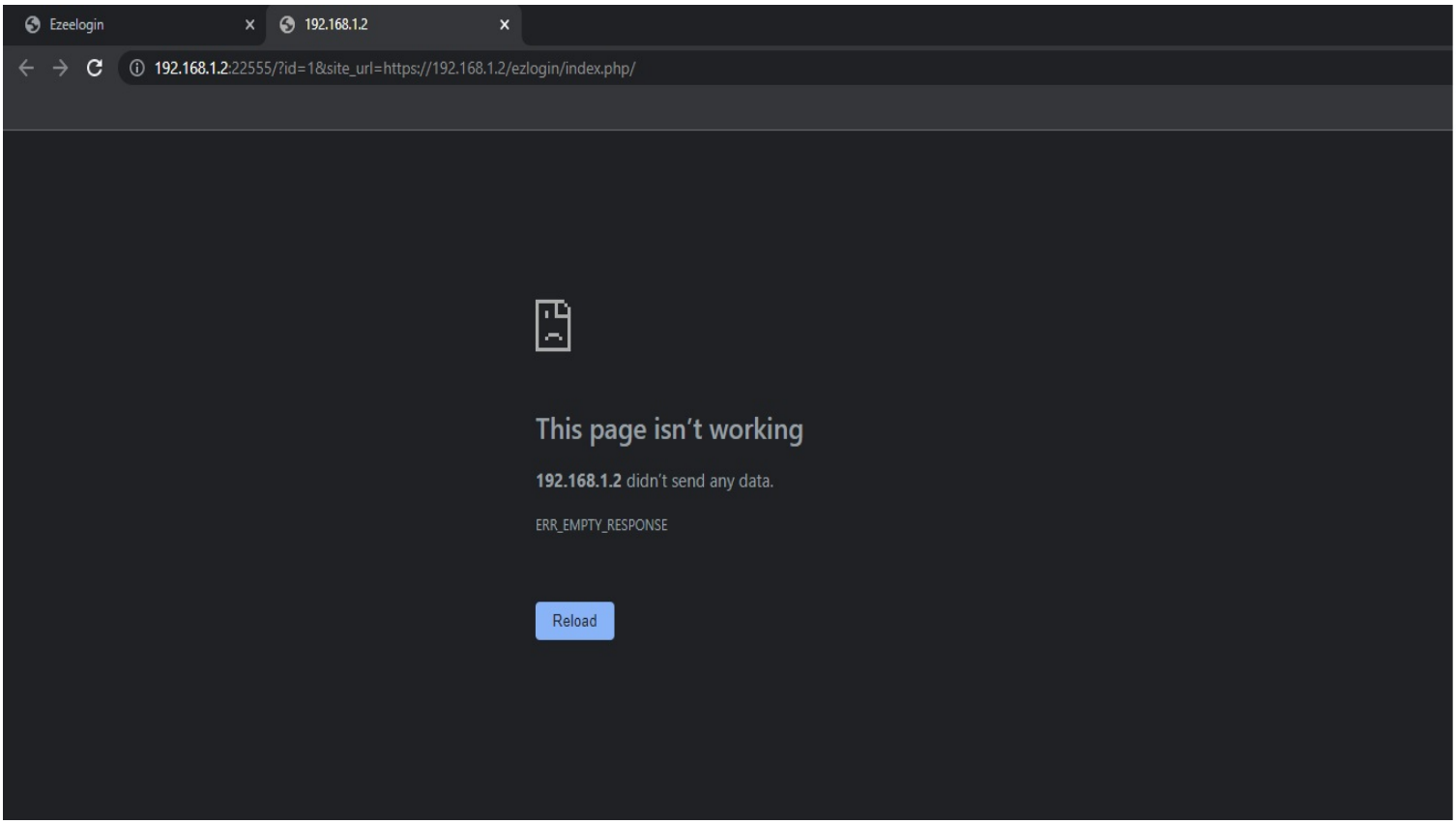
RDP SSL Error

464 Nesvin KN January 29, 2025 Common Errors & Troubleshooting 5233

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/ezlogin/**

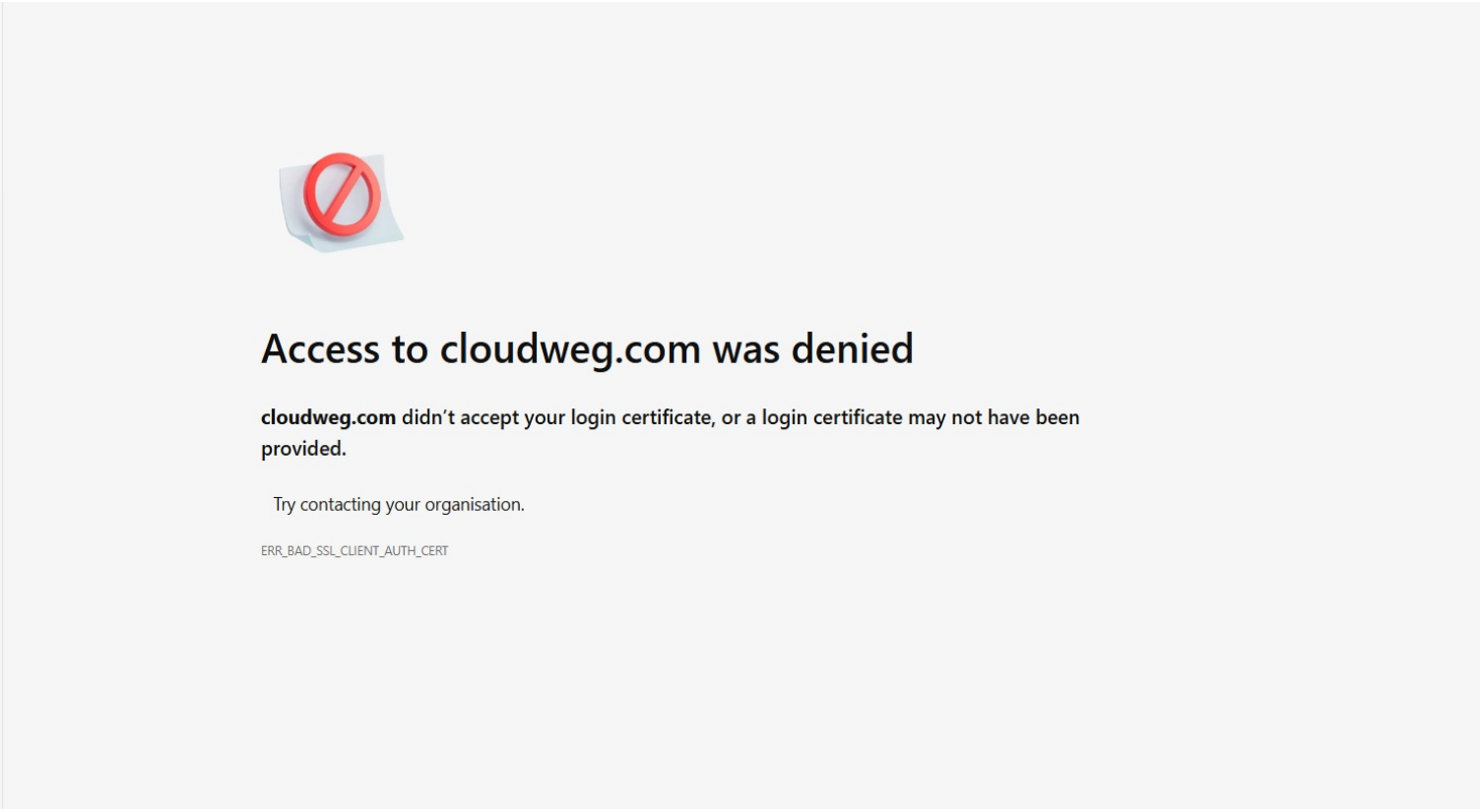
```
root@gateway:~# cp /etc/httpd/ssl/apache.crt /usr/local/etc/ezlogin/tls_cert.pem

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

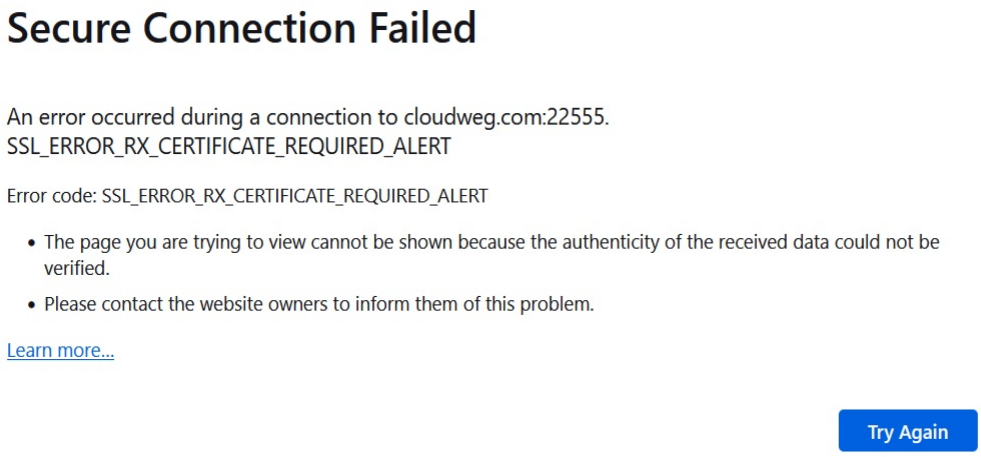
Note: Also, make sure that the .pem files are readable by the webserver user such as nobody/www-root/apache, etc. An easy way to grant the web user read privileges would be chmod 644 /usr/local/etc/ezlogin/*.pem

2. How to solve error "ERR_BAD_SSL_CLIENT_AUTH_CERT" and "SSL_ERROR_RX_CERTIFICATE_REQUIRED_ALERT" ?

Error in Microsoft Edge



Error in Mozilla Firefox



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/ezlogin/tls_key.pem

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

Example:

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

root@gateway:~# cp /etc/letsencrypt/live/cloudweg.com/fullchain.pem /usr/local/etc/ezlogin/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/ezlogin/*.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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Forcing RDP to use TLS Encryption

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