
Entrust.Net

Technical Information – Web Browser FAQ's



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MICROSOFT INTERNET EXPLORER 2.0

1.1.1 Why can't users connect to my secure site using Microsoft Internet Explorer 2.0?

This browser does not contain the root certificate used by Entrust.net Web server certificates and it does not allow you to import a new one.

Solution

Users can upgrade to Microsoft Internet Explorer 4.0 or higher or Netscape Navigator version 4.0 or higher. These more recent browsers contain a root certificate that will not expire until December 31, 2020. Downloading the setup files for these browsers may take several hours with some modems.

MICROSOFT INTERNET EXPLORER 3.0

1.1.2 Why do users see a message saying that the certificate does not match the name of my site?

The domain name in your certificate does not match the domain name of your Web server. You chose the domain name for the certificate when you generated your CSR. When the browser receives the certificate from the secure server, it compares the domain name in the certificate with the domain name in the URL.

Solution

The Web site administrator will have to install a certificate that contains the correct domain name.

You can enroll now for a new certificate. Since Entrust.net will have to process your new request and we cannot correct your current certificate, you will be charged for the cost of a new certificate.

1.1.3 Why can't Internet Explorer 3.0 users connect to my secure site?

Microsoft Internet Explorer 3.0 does not contain the root certificate used by Entrust. Please see the "Root certificate rollover" section in this document for a complete description of this issue. IE 3.0 users have two choices:

Solution #1

Users can upgrade to Microsoft Internet Explorer 4.0 or higher or Netscape Navigator version 4.0 or higher. These more recent browsers contain a root certificate that will not expire until December 31, 2020. Downloading the setup files for these browsers may take several hours with some modems.

Solution #2

Users can import a new root certificate. This new root certificate will not expire until December 31, 2020. The process of importing the new root certificate takes a few minutes.

NETSCAPE NAVIGATOR 1.X AND LOWER

1.1.4 Why can't users connect to my secure site using Netscape Navigator 1.x and lower?

This browser does not contain the root certificate used by Entrust.net Web server certificates and it does not allow you to import a new one.

Solution

Users can upgrade to Netscape Navigator version 4.0 or higher or Microsoft Internet Explorer 4.0 or higher. These more recent browsers contain a root certificate that will not expire until December 31, 2020. Downloading the setup files for these browsers may take several hours with some modems.

NETSCAPE NAVIGATOR 2.X

1.1.5 Why can't Netscape Navigator 2.x users connect to my secure site?

Netscape Navigator 2.x does not contain the root certificate used by Entrust. Please see Root certificate rollover for a complete description of this issue. Netscape Navigator 2.x users have two choices:

Solution #1

Users can upgrade to Netscape Navigator version 4.0 or higher or Microsoft Internet Explorer 4.0 or higher. These more recent browsers contain a root certificate that will not expire until December 31, 2020. Downloading the setup files for these browsers may take several hours with some modems.

Solution #2

Users can import a new root certificate. This new root certificate will not expire until December 31, 2020. The process of importing the new root certificate takes a few minutes.

NETSCAPE NAVIGATOR 3.X

1.1.6 Why do Navigator 3.x users see "Certificate Authority Expired" message when they connect to my server?

The root certificate included in Netscape Navigator 3.x expired in July 1998. Users of these browsers have two choices:

Solution #1

Users can import a new certificate. The new certificate will allow them to connect securely to your Web server. The process of importing the new certificate takes a few minutes.

Solution #2

Users can upgrade to Netscape Navigator version 4.0 or higher or Microsoft Internet Explorer 4.0 or higher. These more recent browsers contain a root certificate that will not expire until December 31, 2020. Downloading the setup files for these browsers may take several hours with some modems.

1.1.7 Why do Navigator 3.x users get a database error after they update their root certificate?

Your Web server may contain an expired root certificate. The old root certificate presents a problem for users of Navigator 3.x who have imported the new root certificate. Netscape Navigator displays a message when it finds that the new root and old root have different expiry dates, and prevents an SSL session from being established.

Solution

To resolve this issue you will have to update the root certificate in your server. See Installing root certificates in your Web server for detailed instructions.
