3DEXPERIENCE troubleshooting

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Connectivity issues when the certificate is not trusted

If you cannot connect to the 3DEXPERIENCE Platform because the certificate is not trusted, you need to export the certificate from the platform first and import it into the JRE trusted certificates keystore that is used to run your modeling tool.

To download the certificate file

Using Microsoft Edge

- 1. Open the platform you want to download the certificate from.
- Click the connection icon in the address bar.
 Select Connection is secure and click the Show certificate icon:

< Connection is secure	Ēģ	\times
This site has a valid certificate, issued by a trusted autho	ority.	
This means information (such as passwords or credit ca securely sent to this site and cannot be intercepted.	rds) wi	ll be
Always be sure you're on the intended site before enter information.	ing an	у
Learn more		

4. In the Certificate Viewer window that opens, select the Details tab.

5. Select the certificate and click Export:

General	Details	
Certificat	P Hierarchy	
- USERT	rust RSA Certification Authority	
▼ Se	ctigo RSA Domain Validation Secure Server CA	A Contract of the second se
	*.3dexperience.3ds.com	
Certificat	9 Fields	
▼ *.3dex	perience.3ds.com	4
≂ Ce	rtificate	
	Version	
	Serial Number	
	Certificate Signature Algorithm	
Field Valu	e	

Using Chrome

- 1. Open the platform you want to download the certificate from.

- Click the security status symbol in the address bar.
 Select Connection is secure > Certificate is valid.
 In the Certificate Viewer window that opens, select the Details tab.

5. Select the certificate and click Export:

Certificate Viewer: *.3dx-staging.3ds.com	×
General Details	
Certificate Hierarchy	
v USERTrust RSA Certification Authority	
Sectigo RSA Domain Validation Secure Server CA	
*.3dx-staging.3ds.com	
Certificate Fields	
▼ *.3dx-staging.3ds.com	
✓ Certificate	
Version	-
Field Value	
Expo	rt

Using Mozilla Firefox

- 1. Open the platform you want to download the certificate from.
- Click the padlock symbol ^A in the address bar.
 Select Connection secure > More information.

4.	In the Security	panel of the	Page Info window	, click View Certificate:
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<u>G</u> eneral	LEE Media	<mark>†</mark> ⊘ Permissions	<u>S</u> ecurity			
Website Ide	entity			-		
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Have I visite	d this web	site prior to to	day? Yes	s, 42 times		
Is this websit computer?	te storing	information or	n my Yes of	s, cookies and 1.2 site data	MB <u>C</u> lea	r Cookies and Site Data
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To install the certificate to the JRE

- a. Open the command prompt as an administrator.
 b. Go to the JRE security folder at *<installation directory>\jreVib\security*.
- c. Copy the certificate file in the folder.
 d. Run the following keytool command:

.....bin/keytool.exe -import -trustcacerts -keystore cacerts -storepass changeit -noprompt -alias 'DS_Platform' -file .\<cert_filename>

D more information, see the following:

- https://www.grim.se/guide/jre-cert
- https://stackoverflow.com/questions/25951602/adding-an-ssl-certificate-to-jre-in-order-to-access-https-sites