

# 3DEXPERIENCE troubleshooting

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## Connectivity issues when the certificate is not trusted

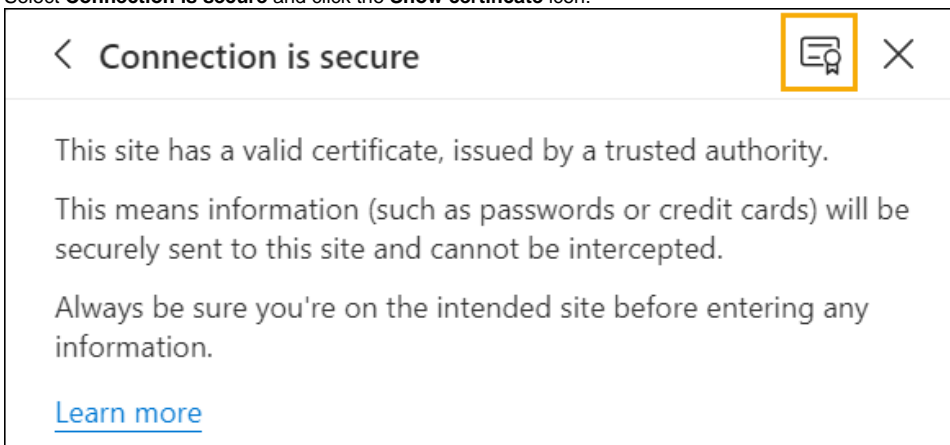
If you cannot connect to the 3DEXPERIENCE Platform because the certificate is not trusted, you need to export the certificate from the platform first and import it into the JRE trusted certificates keystore that is used to run your modeling tool.

To download the certificate file

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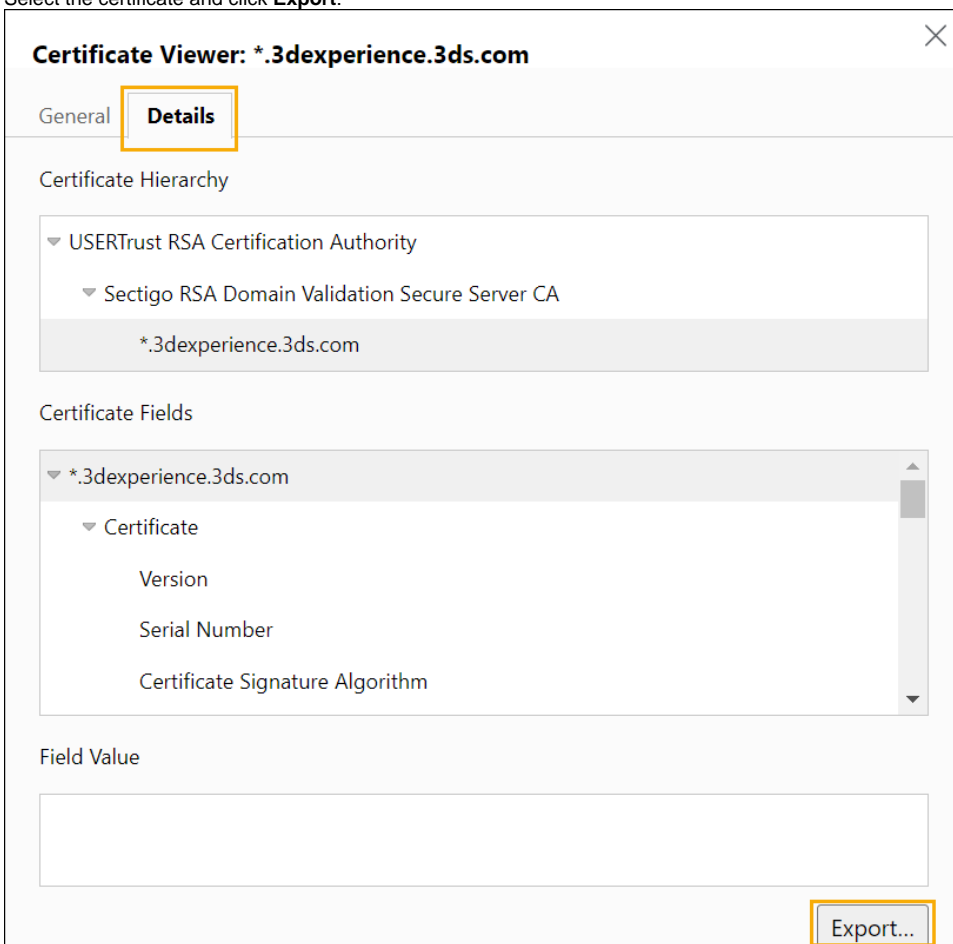
### Using Microsoft Edge

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




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

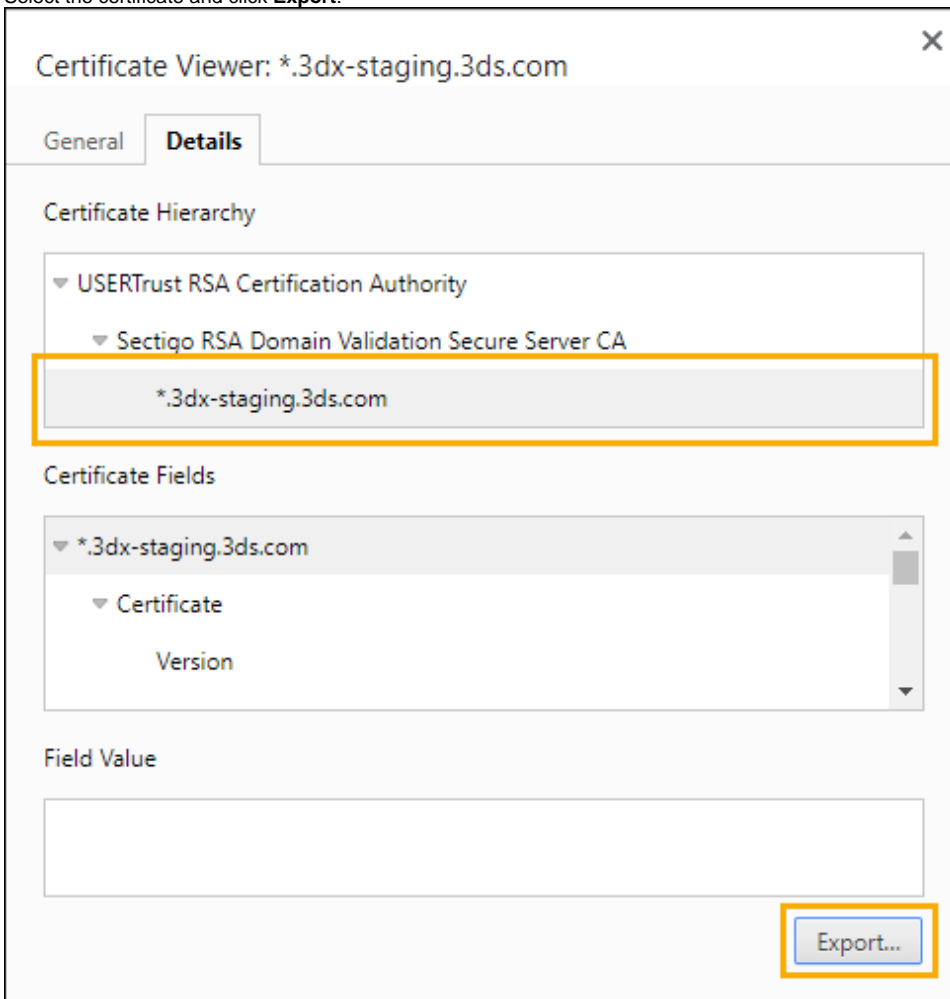
5. Select the certificate and click **Export**:




#### Using Chrome

1. Open the platform you want to download the certificate from.
2. Click the security status symbol  in the address bar.
3. Select **Connection is secure > Certificate is valid**.
4. In the **Certificate Viewer** window that opens, select the **Details** tab.

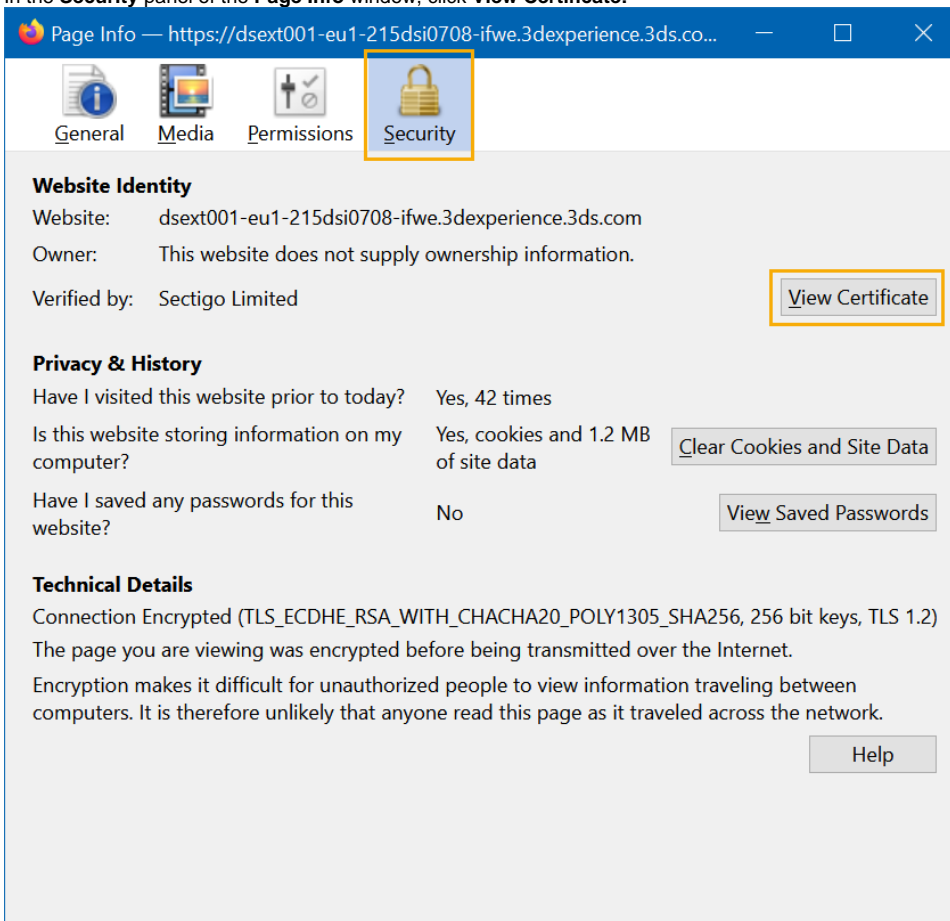
5. Select the certificate and click **Export**:



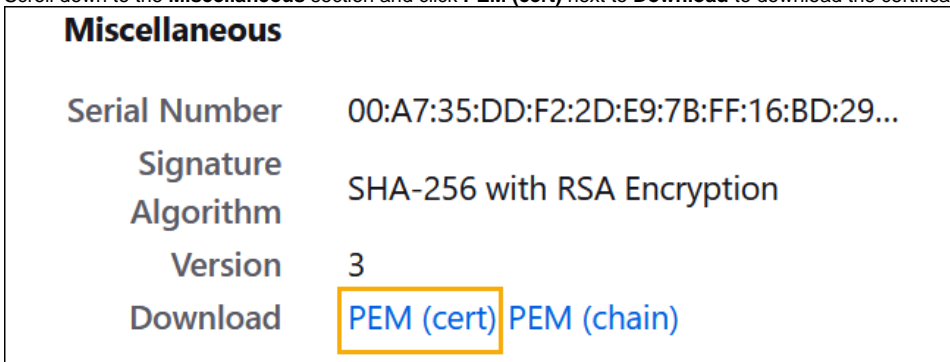
#### Using Mozilla Firefox

1. Open the platform you want to download the certificate from.
2. Click the padlock symbol  in the address bar.
3. Select **Connection secure > More information**.

4. In the **Security** panel of the **Page Info** window, click **View Certificate**:



5. Scroll down to the **Miscellaneous** section and click **PEM (cert)** next to **Download** to download the certificate:



To install the certificate to the JRE

- Open the command prompt as an administrator.
- Go to the JRE security folder at `<installation directory>\jre\lib\security`.
- Copy the certificate file in the folder.
- Run the following keytool command:

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

 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>