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.
- 2. Click the connection icon $\widehat{\Box}$ in the address bar.
- 3. Select Connection is secure and click the Show certificate icon:

< Connection is secure	E X
This site has a valid certificate, issued by a trusted auth	ority.
This means information (such as passwords or credit ca securely sent to this site and cannot be intercepted.	ards) will be
Always be sure you're on the intended site before ente information.	ering any
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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	👋 Page Info -	— https://	dsext001-eu1	-215dsi	0708-	-ifwe.3dexp	erience.	3ds.co	_		×
	<u>G</u> eneral	LEE Media	∳ ⊘ Permissions	<u>S</u> ecu	rity						
	Website Ide Website:	ntity dsext001	-eu1-215dsi()708-ifw	e.3de	xperience.3	ds.com				
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	Verified by:	Sectigo I	imited	<u>V</u> iew Certificat						tificate	
	Privacy & History										
	Have I visited	d this web	site prior to to	oday?	Yes, 4	42 times					
	Is this website storing information on my Computer? Yes, cookies and 1.2 MB of site data				<u>C</u> lea	r Cookie	es and Sit	e Data			
	Have I saved website?	any passv	asswords for this No						Vie <u>w</u> S	aved Pas	swords
	Encryption m computers. I	t is therefo	ficult for una ore unlikely th	uthorize nat anyo	d peo ne rea	ple to view ad this page	e as it tr	ation tra aveled a	iveling b icross th	etween e networ	le .
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5.	Scroll down to th	ne Miscell	aneous secti	on and c	lick P	EM (cert) r	next to D	ownloa	d to dov	H vnload the	k. elp e certificate
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To install the certificate to the JRE

- Open the command prompt as an administrator.
 Go to the JRE security folder at *<installation directory>\jreVib\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>

D more information, see the following:

• https://www.grim.se/guide/jre-cert

Used project cannot be found https://stackovernow.com/questions/25951602/adding-an-ssl-certificate-to-jre-in-order-to-access-https-sites

If you try to open a project and get an error saying that a used project or projects are missing, this means that you either do not have sufficient permissions to access the used project or it was deleted.

You can still choose to open the main project, but the used project or projects will be removed with all references to them:

🖹 Used Pro	oject Cannot Be Found X
8	Used project Used_M1 [1] cannot be found. Make sure you have access to this project. You can still open the project but used project Used_M1 will be removed with all references to it. Warning: this action cannot be undone! Do you want to proceed?
	Yes No

increases where the used project is not missing but cannot be opened because of insufficient permissions, we do not recommend cutting references as it may lead to data loss!

Project editing is disabled

When you open a project, you may see a balloon notification that project editing is disabled and the project is in read-only mode:



In such cases, check the following:

- if you have access to the collaborative space,
- if the project is shared with you; if so, is it shared with writing access?
 if you have access to write to set the maturity state of the opened revision