# Troubleshooting

## Connecting issues when the certificate is not trusted

When you cannot connect to some Data Sources in DataHub located on the HTTPS server because the certificate is not trusted, and the self-signed certificate is used to provide the HTTPS services, you need to trust the certificate first by installing it to the JRE that is used to run DataHub.

To install the certificate to the JRE

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1. Open the command prompt as an administrator.
2. Go to the JRE security folder at <*installation directory*>*jre**lib**security*.
3. Copy the certificate file in the folder.
4. Run the following keytool command

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

5. Double-click the certificate file (.**CRT**).
6. Click **Install Certificate**.
7. Select **Current User** and click **Next**.
8. Select **Place all certificates in the following store** and click **Browse**.
9. In the **Select Certificate Store** dialog, select the **Trusted Root Certification Authorities** folder and click **OK**.
10. Proceed with the certificate import wizard to continue the installation.

After that, DataHub can now be connected to using OAuth.

For 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