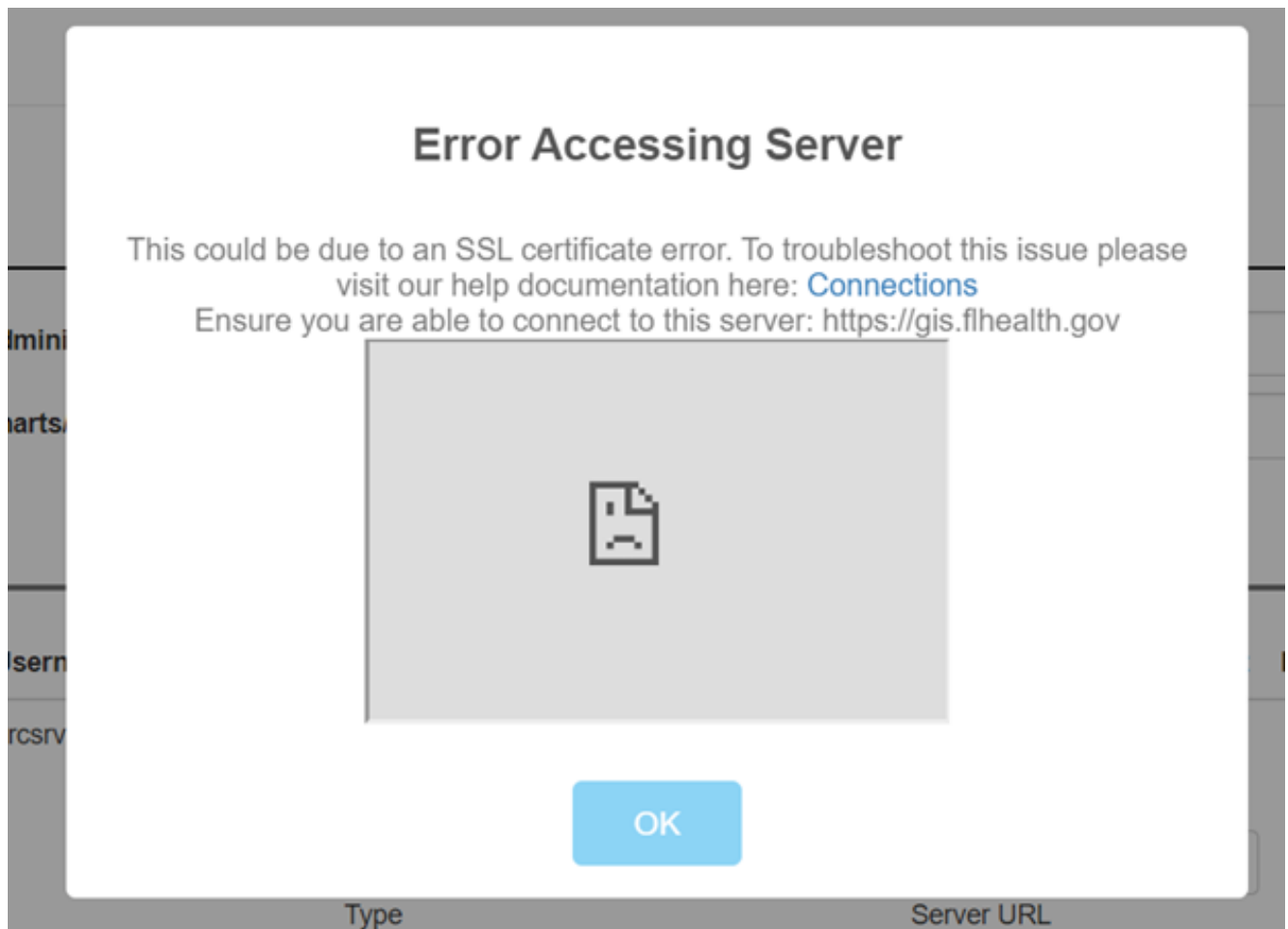


# Resolving SSL Certificate Errors - Google Chrome

If you encounter an SSL certificate error in the application when you are trying to process a service or add a connection you will be presented with the error message shown below.



This error means that the service was unable to get a response from the server and could be due to an SSL certificate issue. To verify if the issue is SSL, you can open up a new tab in your browser and enter the service URL in the address bar and attempt to visit the page. If the webpage is unable to load and presents you with a screen like below, please follow the instructions to bypass the SSL certificate issue.

In Google Chrome, if you are prompted with a screen stating **"Your connection is not private"**, follow the instructions below to manually bypass the warning from the server.



## Your connection is not private

Attackers might be trying to steal your information from **jeffcogis.jccal.org** (for example, passwords, messages, or credit cards). [Learn more](#)

NET::ERR\_CERT\_COMMON\_NAME\_INVALID

☐ Help improve Chrome security by sending [URLs of some pages you visit, limited system information, and some page content](#) to Google. [Privacy policy](#)

Advanced

Back to safety

Click on the button that says '**Advanced**' and a new link will appear below allowing you to proceed to the website that is having a certificate error. Select the **Proceed to URL link**. This should allow the application to now access the service that was having issues.

Hide advanced

Back to safety

This server could not prove that it is **mapping.dothan.org**; its security certificate is from **www2.dothan.org**. This may be caused by a misconfiguration or an attacker intercepting your connection.

[Proceed to mapping.dothan.org \(unsafe\)](#)

Once proceeding past the error you should be able to navigate back to the application and access the target service.

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