Hewlett Packard
Enterprise

Service Manager

Resolving certificate validation errors in Service Manager Server and Client (Windows)

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Introduction

With each product release, HPE Service Manager Server and HPE Service Manager Windows Client (Windows platforms only) provides binary executable files which are digitally signed to ensure the authenticity of these delivered products. As you are aware, recently HP (Hewett-Packard Inc.) split into two separate companies, HP Inc. and Hewlett Packard Enterprise (HPE). As a result the digital certificates used by the HPE Service Manager products were updated to accurately reflect the name of the new company, Hewlett Packard Enterprise.

Error

In some cases, the following certificate validation errors may occur:

• Microsoft SignTool error while verifying a trusted root authority:

WinVerifyTrust returned error: 0x800B010A
A certificate chain could not be built to a trusted root authority.
SignTool Error: File not valid: <<Filename>>

• Generic certificate validation failure when downloading HPE software to a client machine

Cause

These errors are caused when the Comodo Trusted Root Certificate is missing from the Microsoft Windows operating systems of your servers or computers running the HPE Service Manager Server and HPE Service Manager Windows Client products. Typically the Microsoft operating system's Root Certificate program, managed by Windows Update, is responsible for keeping trusted root certificates updated. If this process is not functioning correctly, you may experience the errors described above. For more information please see:

https://technet.microsoft.com/en-us/library/cc751157.aspx

Resolution

In order to resolve this issue, simply update the trusted root certificates on the affected server/computers. Choose one of the two options (with number 1 being the easiest):

1. Install the latest Microsoft Windows updates. See https://support.microsoft.com/en-gb/kb/3004394 . This will automatically download and install the required trusted root certificates.

2. Alternatively, you may attempt to manually update the trusted root certificates:
    a. Download the Comodo trusted root certificate files:
        i. https://support.comodo.com/index.php?/Default/Knowledgebase/Article/View/853/74/addtrustexternalcaroot
        ii. https://support.comodo.com/index.php?/Default/Knowledgebase/Article/View/966/108/intermediate-1-sha-2-comodo-rsa-certification-authority
        iii. https://support.comodo.com/index.php?/Default/Knowledgebase/Article/View/984/0/intermediate-ca-2-comodo-rsa-code-signing--ca-sha-2
    b. Open the Windows Certificate Management Console:
        i. Select **Start > Run**. Type **mmc.exe**
        ii. Select **File > Add Remove Snap-in**.
        iii. Select **Certificates** and click **Add**
        iv. Select **Computer Account**
        v. Select **Local Computer** and click **Finish**, then click **OK**.

vi. Under **Certificates > Trusted Root Certification Authorities**, right-click **Certificates**.

vii. Select **All Tasks > Import**.

viii. In the Certificate Import Wizard, click **Next**.

ix. Click **Browse**. Select **addtrustexternalcaroot.crt** (which you downloaded in step 2a). Click **Next**.

x. Ensure “place certificates in the following store” which defaults to “Trusted Root Certification Authorities” option is selected. Click **Next**.

xi. In the Completing the Certificate Import Wizard page, click **Finish**. Click **OK**.

xii. Click **Refresh** in the console window and verify that the **AddTrust External CA Root** certificate is installed and displayed. If it is not listed, refresh again or repeat the above steps and note any error messages that may occur and report them to your local Windows Administrator or contact Microsoft Support for assistance.

xiii. Under **Certificates > Intermediate Certification Authorities**, right-click **Certificates**.

xiv. Select **All Tasks > Import**. Import **comodorsaaddtrustca.crt** and **comodorsacodesigningca.crt**. These are the files you downloaded in steps 2aii and 2aiii.

xv. Click **Refresh** in the console window and verify that the **COMODO RSA Certification Authority** and **COMODO RSA Code Signing CA** certificates are installed and displayed. If it is not listed, refresh again or repeat the above steps and note any error messages that may occur and report them to your local Windows Administrator or contact Microsoft Support for assistance.

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