

When Connecting via HTTPS, the User is Prompted to Provide a Certificate

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Secure FTP Server 3 with the HTTPS Add-on Module Enabled
- EFT Server with HTTPS Enabled

SYMPTOMS

When a user attempts a connection to Secure FTP Server or EFT Server using HTTPS, the following prompt is received in advance of a logon screen:



CAUSE

Secure FTP Server or EFT Server is configured to require a certificate from all clients that connect.

RESOLUTION

When Connecting via HTTPS, the User is Prompted to Provide a Certificate

The connecting user should provide a client certificate as required.

Alternatively, follow the steps shown below to configure Secure FTP Server or EFT Server so that a certificate is not required:

1. Start Server Administrator.
2. On the left side, navigate to the **site** level for the relevant server.
3. On the **Connection Options** tab, clear the **Require certificates from connected clients** check box.
4. Click **Apply** and then close Server Administrator.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10267/When-Connecting-via-HTTPS-th...>