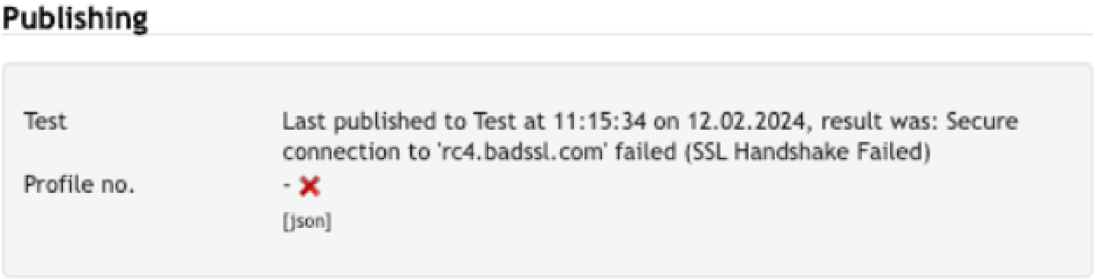
Release Note - 20. February 2024

Update Pre-Release Note February 2024

With this release the topics mentioned in our Pre-Release Note - February 2024 are going live.

Error messages on connection issues

Up until now when there were connection issues with the external system, we showed the error message 'Communication failure'. To make it easier for our partners to investigate the connection issue on their side, we are going to provide, where possible, a more detailed error message.



Publishing

Test — Last published to Test at 11:15:34 on 12.02.2024, result was: Secure connection to 'rc4.badssl.com' failed (SSL Handshake Failed)

Profile no. — - ✗

[json]

Examples of newly showed typical error messages and their explanation are included hereafter. Moreover, frequently occuring errors and their explanations/how to solve can at any time be found here: generic_http Errors & FAQ

Certificate Issues

You can generally refer to https://www.ssllabs.com/ssltest/ , there must be **no** errors related to "Chain Issues" or "Trusted" status.
These always indicate an invalid / incomplete configuration on the target server and hence must be fixed bei their administrators.

Problem with certificate chain or certificate hostname:
This error message usually indicates one of the following issues

- Incomplete chain is presented: servers must provide full chain up to root CA
- Wrong certificate is presented: (e.g. the certificate is for umbrellanet.ch but the actual host name from the profile update url is umbrella.ch) Servers must always present a certificate for the correct hostname
- The certificate is issued by an untrusted CA

```
Secure connection to '<hostname>' failed: unable to find valid certification path to requested target
```

Expired / Not Yet Valid Certificate
Webservers must provide a valid SSL certificate

```
Secure connection to '<hostname>' failed (CertificateExpiredException NotAfter: Mon Apr 13 01:59:59 CEST 2015)
```

SSL Handshake failure
SSL Handshake failed. Check supported TLS versions on receiver side - usually the receiver is using outdated (insecure) encryption

```
Secure connection to '<hostname>' failed (SSL Handshake Failed)
```

Other Issues

Connection refused
The target server is not reachable (check firewall on receiver side)

```
Connection to '<hostname>' failed (connection refused)
```

Connection time out
The server did not reply within our timeout of 30 seconds

```
Remote host '<hostname>' failed to respond (timeout)
```