

## MetacatUI - Bug #6457

### safari gives cert error and fails to load UI

03/12/2014 06:14 PM - Matt Jones

|  |               |                        |            |
|--|---------------|------------------------|------------|
| <b>Status:</b>   | New           | <b>Start date:</b>     | 03/12/2014 |
| <b>Priority:</b>   | High          | <b>Due date:</b>       |            |
| <b>Assignee:</b>   | Lauren Walker | <b>% Done:</b>         | 0%         |
| <b>Category:</b>   |               | <b>Estimated time:</b> | 0.00 hour  |
| <b>Target version:</b>   |               | <b>Spent time:</b>     | 0.00 hour  |
| <b>Bugzilla-Id:</b>  |               |                        |            |
| <b>Description</b>   |               |                        |            |
| Bruce Kendall reported problems loading MetacatUI under Safari 7.0.2 under Mac OS X Mavericks. He writes:<br><br>"You might let the IT guys know that the knb website seems to be rejecting connections from Safari on a Mac ("The server did not accept the certificate"). I could connect fine with Chrome."<br><br>Upon inspection, we have the system functioning under Savari 6.1.1 (Matt) and 7 (Lauren), but not for everyone. We had suspected a relationship to the Safari SSL renegotiation issue that has been reported previously for DataONE and KNB (see <a href="https://redmine.dataone.org/issues/3255">https://redmine.dataone.org/issues/3255</a> ), but now this looks like it might be different than that. |               |                        |            |

#### History

**#1 - 06/12/2014 11:43 AM - ben leinfelder**

- Target version set to 1.6.0

More and more people are telling us they get these Safari errors, especially as LeeAnne promotes the KNB and gets it on data repository lists. Would be worth investigating some possible solutions.

**#2 - 07/01/2014 02:27 PM - Lauren Walker**

- Target version changed from 1.6.0 to 1.7.0

**#3 - 09/23/2014 03:50 PM - Lauren Walker**

- Target version deleted (1.7.0)

**#4 - 04/08/2015 11:49 AM - Lauren Walker**

Still getting prompts for a client certificate in safari 8.0.3 and 8.0.4

**#5 - 12/21/2015 03:59 PM - Nick Brand**

I'm still seeing this issue on my machine (OS X 10.11, Safari 9.0.2).

It appears to be related to the "SSLVerifyClient optional" config in Apache. If I change it from 'optional' to 'none', the error goes away.

Some time on Google shows:

"optional" does not work with all browsers:

[https://httpd.apache.org/docs/2.4/mod/mod\\_ssl.html#sslverifyclient](https://httpd.apache.org/docs/2.4/mod/mod_ssl.html#sslverifyclient)

The Apache project is aware of the Safari interaction:

[https://mail-archives.apache.org/mod\\_mbox/httpd-docs/201204.mbox/%3Ch16tsm3j280hqx6xqjezwJv4X.penango@mail.gmail.com%3E](https://mail-archives.apache.org/mod_mbox/httpd-docs/201204.mbox/%3Ch16tsm3j280hqx6xqjezwJv4X.penango@mail.gmail.com%3E)

**#6 - 12/21/2015 04:07 PM - Nick Brand**

- File Screen Shot 2015-12-21 at 4.05.41 PM.png added

Previous comment was for <https://data.snap.is> and <https://knb.ecoinformatics.org>. Attaching a screenshot.

#### Files

|  |        |            |            |
|--|--------|------------|------------|
| Screen Shot 2015-12-21 at 4.05.41 PM.png | 179 KB | 12/22/2015 | Nick Brand |
|--|--------|------------|------------|