

How to update cURL trusted root certificates.

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With [LetsEncrypt's DST Root CA X3 root certificate expiring](#), some customers are experiencing issues when Deskpro needs to contact external websites, such as downloading linked attachments from emails, or adding an external download link etc.

This is often due to PHP cURL, the service Deskpro uses for external websites, having outdated certificates for https requests. As it does not recognise the newer certificates, it will refuse to connect to these external websites, which can block some Deskpro services from running correctly.

This can be fixed easily by manually updating the list of trusted root certificates to include the newer **LetsEncrypt ISRG Root X1 root certificate**. We recommend using the [curl.se](#) CA Bundle, as this is regularly extracted from the Firefox browser, which is maintained by Mozilla, and is formatted in a way which cURL expects.

Linux

(Paths in this guide will assume a default Linux installation on Ubuntu 18.04 LTS, but it will be similar for other distros.)

1. Download the latest CA bundle extract from [curl.se](#)

```
wget https://curl.se/ca/cacert.pem -O /etc/ssl/certs/cacert.pem
```

2. Edit your php.ini file.

For Ubuntu 18.04, there are 2 php.ini files which need to be modified in the following locations:

```
/etc/php/<version>/cli/php.ini
```

```
/etc/php/<version>/fpm/php.ini
```

Replace the <version> with the version of PHP you're using, so for PHP 7.4, the path will be /etc/php/7.4/...

In these files, you need to either modify or add the `curl.cainfo` and `openssl.cafile` parameters with the path to the new CA bundle:

```
[curl]
```

```
curl.cainfo = /etc/ssl/certs/cacert.pem
```

```
[openssl]
```

```
openssl.cafile = /etc/ssl/certs/cacert.pem
```

(only add the parameter if it does not already exist in your php.ini file. Duplicate parameters can prevent PHP from running correctly)

3. Restart your php-fpm to load the new settings.


```
systemctl restart php<version>-fpm
```

Replace the <version> with the version of PHP you're using, so for PHP 7.4, the command will be `systemctl restart php7.4-fpm`

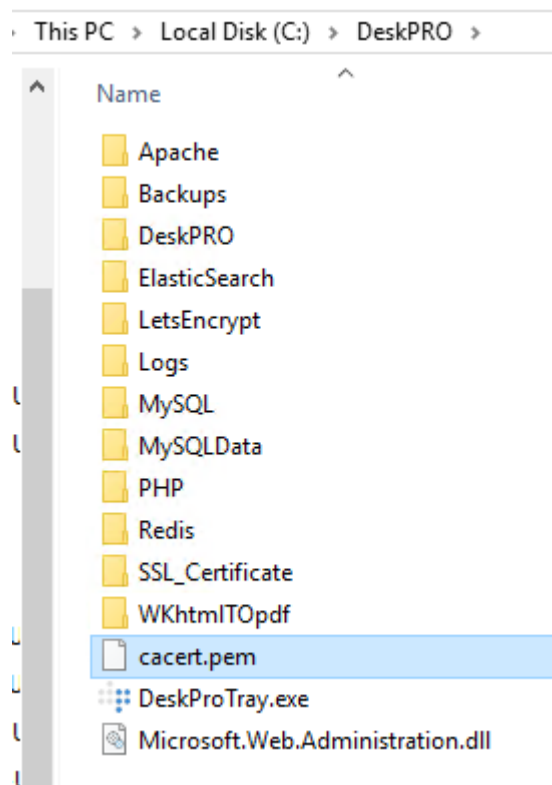
Windows

(Paths in this guide will assume the default Windows installation directory)

1. Download the latest CA bundle extract from [curl.se](https://curl.se/docs/caextract.html), and place it within the Deskpro installation directory (C:\DeskPRO\).



The screenshot shows a web browser window with the address bar displaying `https://curl.se/docs/caextract.html`. The page has a dark blue header with navigation links: Docs Overview, Project, Protocols, Releases, Tool, and Who and Why. Below the header, the breadcrumb trail reads `curl / Docs / Protocols / CA Extract`. The main heading is **CA certificates extracted from Mozilla**. The text below states: "The Mozilla CA certificate store in PEM format (around 250KB uncompressed):" followed by a link to `cacert.pem` which is highlighted with a green box. To the right, there is a "Related: SSL Certs" link. Below this, it says "This bundle was generated at Tue May 25 03:12:05 2021 GMT ." and a paragraph explaining that the PEM file contains a timestamp and is updated daily, with a link to the `sha256sum` of the current PEM file.



2. Edit your `php.ini` file (`C:\Deskpro\PHP\php.ini`) in notepad.

3. Find the following section of your `php.ini` file:

```
[curl]
; A default value for the CURLOPT_CAINFO option. This is required to be an
; absolute path.
;curl.cainfo=

[openssl]
; The location of a Certificate Authority (CA) file on the local filesystem
; to use when verifying the identity of SSL/TLS peers. Most users should
; not specify a value for this directive as PHP will attempt to use the
; OS-managed cert stores in its absence. If specified, this value may still
; be overridden on a per-stream basis via the "cafile" SSL stream context
; option.
;openssl.cafile=
```

Modify both parameters to remove the semicolons (;) from the start of the lines, and the path to the `cacert.pem` file at the end:

```
[curl]
; A default value for the CURLOPT_CAINFO option. This is required to be an
; absolute path.
curl.cainfo=C:\DeskPRO\cacert.pem

[openssl]
; The location of a Certificate Authority (CA) file on the local filesystem
; to use when verifying the identity of SSL/TLS peers. Most users should
; not specify a value for this directive as PHP will attempt to use the
; OS-managed cert stores in its absence. If specified, this value may still
; be overridden on a per-stream basis via the "cafile" SSL stream context
; option.
openssl.cafile=C:\DeskPRO\cacert.pem
```

4. Save the file

5. Restart your web handler, by opening your DeskPRO Manager (**Start > Configure Deskpro**), then clicking the **'Stop'** button on the end of the web server line.

DeskPRO Manager v.1.0.429
×

DeskPRO Desktop Manager

DeskPRO Manager allows you to configure how the necessary modules are loaded.

☒ **Run DeskPRO as Windows services**

☒ Log on as Local System account
 ☐ Log on using following user account

User Name:
 Password:

☐ **Run DeskPro at Windows startup**
☐ **I will manually start DeskPRO if needed**

DeskPRO is powered by:

- MySQL Community Server v.5.7.34.0
- Apache HTTP Server v.2.4.47
- PHP Hypertext Preprocessor v.7.4.19
- Elastic Search v.5.4.0

You can also configure the ports used by each module.

Database server	Port: <input type="text" value="3306"/>	Config View logs	<input type="button" value="Stop"/>	Running
ElasticSearch	Port: <input type="text" value="9200"/>	Config View logs	<input type="button" value="Stop"/>	Running
Redis	Port: <input type="text" value="6379"/>	Config View logs	<input type="button" value="Stop"/>	Running
Apache web server	Port: <input type="text" value="80"/>	Config View logs	<input type="button" value="Stop"/>	Running
<input checked="" type="checkbox"/> Enable SSL support	Port: <input type="text" value="443"/>	Config		

☒ Load DeskPRO Manager at Windows startup

[Open DeskPRO in File Explorer](#)
[Generate your free certificate with Let's Encrypt](#)

Wait for the service to stop completely, then click **'Start'** again to restart.

This should now update the trusted root certificates for cURL, allowing it to connect to external websites using the new **LetsEncrypt ISRG Root X1 root certificate**.

Custom Root Certificates

If you require a custom Root Certificate to use a service such as Cisco Umbrella, or you need Deskpro to trust a self-signed certificate, you can add these custom root certificates to the cacert.pem file.

The certificate needs to be in **Base 64** or **PEM** format, and can be appended to the bottom of the file by running `cat custom-cert.pem >> cacert.pem` in **Linux**, or copy/pasting

the certificate to the file in Notepad for **Windows**.