

I'm having trouble with IMAP SSL certificate errors

Ben Henley - 2018-03-14 - Comments (0) - Troubleshooting

Question:

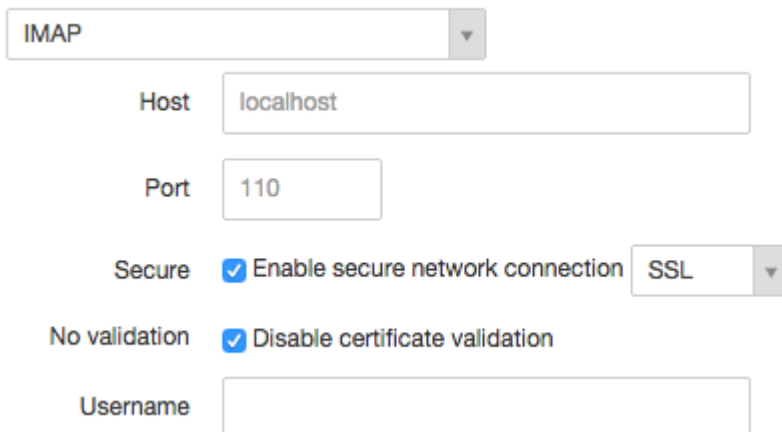
We have a server with both internal and external interfaces, but the certificate used on the server is the same for both. This is creating PHP errors like this:

```
PHP Notice: Unknown: Certificate failure for example.com: Server name does not match certificate
```

We can't change the certificate setup. Is there any way to stop this error?

Answer:

Make sure you have updated to the latest Deskpro. You will see an option to **Disable certificate validation** in the settings for the email account. Enabling this for the affected IMAP account will skip the certificate check and prevent the error.



The screenshot shows the configuration interface for an IMAP account. At the top, there is a dropdown menu with 'IMAP' selected. Below it are several input fields and checkboxes:

- Host:** A text input field containing 'localhost'.
- Port:** A text input field containing '110'.
- Secure:** A checkbox labeled 'Enable secure network connection' which is checked, followed by a dropdown menu showing 'SSL'.
- No validation:** A checkbox labeled 'Disable certificate validation' which is checked.
- Username:** An empty text input field.