

OAuth - Internal CA Certificates and Impact on Synchronize with ExacqVision Enterprise Manager feature

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Introduction

Enterprise Manager may be secured using certificates issued by an internal Certificate Authority.

Problem

Using an Internal CA, Enterprise Manager HTTPS access may appear secure in a web browser, but synchronization from the exacqVision Client may fail.

Cause

Certificates issued by an internal CA may be trusted by browsers but still fail application-level SSL validation during Enterprise Manager synchronization.

Solution

Evaluate SSL certificate trust behaviour specifically for Enterprise Manager synchronization and do not rely solely on browser trust validation. More information can be found in: AES-1704.

Current Workaround:

Add NVR systems manually by IP address to Client, or use XDV file, or local user with same permissions set to sync with EM.