Why am I getting browser warning from my EZproxy server?

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Symptom

• When I use HTTPS with my EZproxy server I get a browser warning even though I have a wild card certificate installed.

Applies to

• EZproxy

Resolution

Short introduction or instructions to follow these steps:

1. Verify the configuration is proxy by hostname.
2. Verify that the wild card certificate installed is in the correct format. The wildcard certificate must be specific to the EZproxy server.
3. The correct format can be verified at SSL certificate options. Please note the column labeled Proxy by Hostname and row Certificate Authority Issued Wildcard.