Why is the EZproxy Manage SSL Certificates screen not loading

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Symptom

• The EZproxy Manage SSL certificates screen will not load after clicking the link on the admin page

Resolution

Short introduction or instructions to follow these steps:

1. Access the EZproxy host computer system and go to the EZproxy installation directory
2. Open the SSL sub-directory and delete the most recently installed files. All of the files with the same number should be deleted.
3. Please install an Apache or Apache Mod+SSL formatted SSL certificate

Additional information

This issue is normally caused by installing an SSL certificate that is not a proper format for EZproxy.

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