Why am I seeing a different SSL certificate than what is active on my EZproxy server

Symptom

• After adding and activating a new SSL certificate, I am still seeing the old SSL certificate being presented when using EZproxy

Applies to

• EZproxy all versions

Resolution

Contact IT and have them update the EZproxy SSL certificate to Network Device handling SSL

Additional information

A network device like a firewall or load balancer is presenting the SSL certificate and not EZproxy. Once the EZproxy certificate it loaded to this device the proper SSL certificate will be presented.

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38532