

KNOWLEDGE BASE · PUBLIC DOCUMENT

Your connection is not private: the browser certificate warnings, one by one

Security

CODE

RLX-AO-KB-1992

VERSION

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COUNTRY · LANGUAGE

Angola · English

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

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<https://www.meu.interweb.ao/knowledgebase/1992>



The short answer: the browser shows a warning page (“**Your connection is not private**”) when it cannot trust the site’s certificate. The code underneath (**NET::ERR_CERT_...**) says why. The first question is always the same: **does it happen only to you, or to everyone?** If only to you, it is almost never the site.

What the site needs

What	What to do
ERR_CERT_DATE_INVALID	The certificate has expired, or your computer’s date is wrong . Check the device’s clock first.
ERR_CERT_COMMON_NAME_INVALID	The certificate is for another name: the site is reachable with and without www, and the certificate covers only one, or it was installed on the wrong domain.
ERR_CERT_AUTHORITY_INVALID	The certificate is not from a known authority: a self-made certificate, an incomplete chain, or an antivirus or a public network getting in the middle.
ERR_SSL_PROTOCOL_ERROR	The server and browser cannot agree on the cipher: an old configuration.
Only you, or everyone?	Try another device and another network. If it only fails on one, the problem is that device or that network.

Getting started

1

Check the device’s date and time and set them to automatic: **Wrong date and time.**

2

Try another device or network (mobile data). Cafe and hotel networks, and some antivirus programs, interfere with the certificate.

3

If it fails for everyone, it is the server: check the certificate's validity, name and chain: **Checking your site's HTTPS setup**.

4

If the certificate expired, renew it: **Expired certificate**. If you just bought one and it will not activate: **Domain validation**.

5

If the name does not match, install the certificate on the right domain, with and without www: **Installing a certificate**.

Never click “continue” on a bank, a shop or a site where you will enter passwords when the warning is about the certificate and you do not know why. The warning protects you from a fake site or from someone in the middle. On your own site, fix the cause instead of asking customers to ignore the warning.

Other secure-connection errors that get confused with this one:

ERR_CONNECTION_CLOSED and **others**. For the padlock that does not appear: **Mixed content**.

Do your customers see this warning on your site? Open a ticket with the address and the exact error code.

[Open a support ticket](#)

SEE ALSO

[The wrong date or time on your site or e-mails: WordPress, PHP and time zones](#)

[Checking your site's HTTPS setup: certificate, chain, expiry and protocols](#)

[Certbot renewal failed or the certificate expired: how to find out why](#)

[I bought an SSL certificate and it has not activated: domain validation](#)

[How to activate and install a paid SSL certificate](#)

[Mixed content after moving to HTTPS: the padlock that will not turn on](#)



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