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# Genesys Rules System Deployment Guide

Security Certificates

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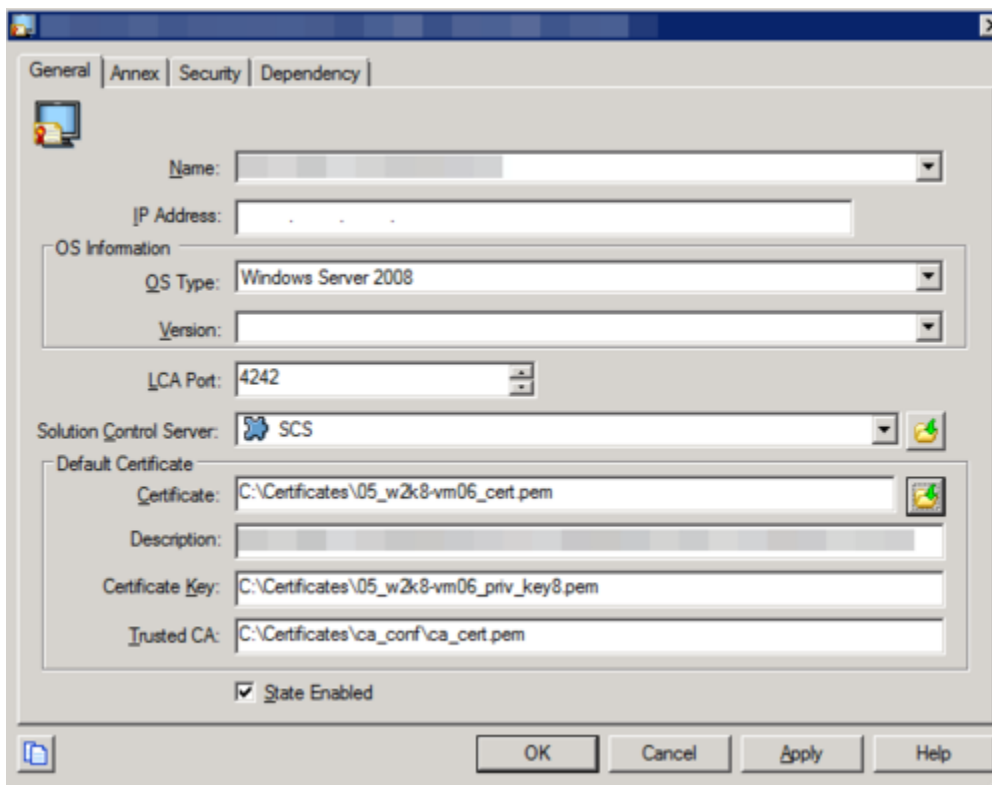
# Security Certificates

GRE and GRAT applications are unable to understand thumbprint certificates from the Windows Microsoft Certificate Store while connecting to Configuration Server or Message Server. Consequently they cannot establish a TLS connection to either Configuration Server or Message Server, and a security error is generated, such as this:

```
15:14:31.445 Alarm 21363 [ServerConnectionMonitor][Thread-2]: connect(): caught exception  
while  
opening connection to server '<GRAT/GREServerVersion>'. Nested exception: Could not configure  
TLS.
```

## Workaround

Create certificates in .PEM format and private-keys in PKCS#8 format—see the example below.



Paths to the physical certificates can be configured either on the Application or the Connection level, but not on the Host level (despite this being a general Genesys recommendation). For Host level certificates, if GRAT and GRE are located on the same host as Configuration Server or Message Server or other C++ applications, the secured connection will not be established because C++ based applications do not accept PKCS#8 format.

You can convert private-key from PEM to PKCS#8 format using the following OpenSSL command:

```
openssl pkcs8 -topk8 -nocrypt -in tradfile.pem -out p8file.pem
```