

## **Connecting via Firefox to the HTML5 gateway fails**

- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

## **Symptoms**

After enabling high cipher strength security on the Secure Client Gateway, connectivity to the User Portal works from all browsers, except Firefox.

The error returned is:

Cannot communicate securely with peer: no common encryption algorithm(s). (Error code: ssl\_error\_no\_cypher\_overlap)

## **Cause**

Connecting via Firefox using the highest cipher strength is not possible at the moment as the browser cannot connect to a gateway with such cipher settings.

## **Resolution**

Should Firefox access be required, lowering the Cipher strength on the Secure Client Gateway to medium would be recommended.

---