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.

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