

Unable to get local issuer certificate.

• Parallels Remote Application Server

Symptoms

The **Unable to get local issuer certificate. <20>** error is observed when starting published apps:

The issue also might be observed when upgrading from previous RAS versions to v17.1 or later.

Cause

Missing an associated intermediate certificate in the RAS console.

NOTE: It should be a one time issue due to a significant change in the way of storing certificates in the product starting from v17.1

Resolution

- 1. Go to **RAS Console** Farm Certificates Open certificate Properties from the context menu and switch to Intermediate Tab.
- 2. Check if it is empty, copy the intermediate certificate to this tab and apply the settings.

Please refer to the article for the steps to extract the intermediate certificate: https://kb.parallels.com/en/122996	
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