

"Peer certificate is going to expire" error in ESET Security Management Center (7.x)

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Issue

- "Peer certificate is going to expire" or "Peer certificate is invalid" message in ESMC Web Console
- Endpoints stop checking in to ESET Security Management Center



Figure 1-1

Click the image to view larger in new window

[Details](#)

Solution

See the following article if you do not know how to create a new peer certificate or Certification Authority:

- [How do I create a new certificate or certificate authority in ESET Security Management Center? \(7.x\)](#)

ESET Security Management Center (ESMC) 7 User Permissions

This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):

- [Create a second administrator user in ESET Security Management Center 7.x](#)

[View permissions needed for least privilege user access](#)

Certificates contained in Static Group All:

Peer certificates and Certification Authority created during the installation are by default contained in the static group All.

Scenario 1: Agent Certificate is going to expire

Agents are connecting to ESMC Server. Make sure that Agent certificate will not expire sooner than its expiration date.

1. Create a new Agent peer certificate.
2. Create and apply a new **ESET Management Agent** policy and distribute the newly created Agent peer certificate.

Do not delete the old certificate until the new certificate is applied on all Agents.

Scenario 2: Agent Certificate is invalid (expired)

If Agents cannot connect to ESMC Server, redeploy the ESET Management Agent on all machines that use the expired Agent certificate.

1. Create a new Agent peer certificate:
 - o After successfully creating the Agent certificate, it will be available in the Certificates list (**More** → **Certificates** → **Peer Certificates**) to use when installing the Agent.
2. [Redeploy the Agent with the new Agent peer certificate.](#)

Scenario 3: Server Certificate is expiring soon

If the Certification Authority is expired too, proceed with the Scenario 5 instead of this scenario.

1. Create a new Server certificate (select **Server** from the **Product** drop-down menu).
2. [Select your new ESMC Server certificate.](#)

Scenario 4: Server Certificate is invalid (expired)

Agents cannot connect to ESMC Server because the Server certificate is expired. After setting up a new Server certificate, Agents with a valid certificate will be able to connect to ESMC Server.

If the Certification Authority is expired too, proceed with the Scenario 6 instead of this scenario.

1. Create a new Server certificate (select **Server** from the **Product** drop-down menu).
2. [Select your new ESMC Server certificate.](#)

Scenario 5: Certification Authority is expiring soon

Agents are connecting to ESMC Server, however, after creating a new Certification Authority (CA), all certificates you use must be replaced: Server, Agent, MDM, Virtual Agent Host.

1. Create a new CA and be sure to use a new **Common Name** different from the expired CA.
2. Create a new Server certificate (select **Server** from the **Product** drop-down menu) and sign it with the newly created CA.
3. Create new certificates for other product components as needed (Agent, MDM, Virtual Agent Host).
4. Create and apply a new **ESET Management Agent** policy and distribute the newly created Agent peer certificate.
5. Apply other peer certificates using policies.
6. Wait for replication of the new certificate and certification authority to all Agents.
7. Wait for replication of the new certificate and certification authority to all other product components (if used).
8. [Select your new ESMC Server certificate.](#)

Do not delete the expiring CA until new certificates are applied on all components.

Scenario 6: Certification Authority is invalid (expired)

Agents cannot connect to ESMC Server. Create a new certification authority (CA). All certificates you use must be replaced: Server, Agent, MDM, Virtual Agent Host.

1. Create a new CA and be sure to use a new **Common Name** different from the expired CA.
2. Create a new Server certificate (select **Server** from the **Product** drop-down menu) and sign it with the newly created CA.
3. Create new certificates for other product components as needed (Agent, MDM, Virtual Agent Host).
4. [Redeploy the Agent with the new Agent peer certificate.](#)

5. [Select your new ESMC Server certificate.](#)
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Troubleshooting logs

When a client computer does not appear to be connecting to your ESMC Server, we recommend that you perform ESET Management Agent troubleshooting locally on the client machine. See the following ESET Online Help topic for more information.

- [Troubleshooting - Agent connection](#)
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KB Solution ID: KB6824 | Document ID: 25718 | Last Revised: August 16, 2018