FIS Certificate Health Check

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If you receive any of the following error messages, please contact your network administrator to verify firewall and other network settings are correct.

Exostar Certificate AIA Accessible

Your certificates ultimately contain information on where and how to verify the trust status of the certificate and contain references to the Root and Issuing Certificate Authority and their certificates. Often, a client (e.g., Microsoft Outlook) verifies the trust status of this information in real time; therefore, your computer must be able to reach the public locations defined in the certificate. If you are receiving an error regarding the ability to reach the Root or FIS Certificates in the AIA (Authority Information Access), the most common cause of this is where your Network is preventing your machine from "seeing" this location. For example, you may have a Firewall in place which blocks this access

Exostar Certificate CRL Accessible

Certificate Revocation lists (CRLs) are used to distribute information about revoked certificates to individuals, computers, and applications attempting to verify the validity of certificates. If the CRL location is not reachable by your computer, the certificate issuance may fail. The most common cause of this is where your Network is preventing your machine from "seeing" this CRL. For example, you may have a Firewall in place which blocks this access.

Exostar Root Certificate Installed

In order for your certificates to be properly utilized on your computer the Exostar Root Certificate. The Public Certificate, by which your certificates will be issued, should be present on your computer. If you're receiving an error associated to the Root Certificate not being installed correctly, there may be something preventing the installation locally on your machine. This certificate should be installed transparently and automatically through the Browser when interfacing with Exostar, though you can install this certificate manually by going to: http://www.fis.evincible.com/fis/public/Exostar Federated Identity Service Root CA 1.cer

Exostar Root Certificate Valid

To verify that a certificate is valid please follow the steps listed below. If any of the certificates listed are highlighted in red, your certificate is invalid. Remove all invalid certificates and re-apply for a valid certificate. Steps to view certificate:
Open IE > Tools > Internet Options > Content > Certificates > Select the appropriate certificate>View>Certification Path

Root Certificate AIA Accessible

Your certificates will ultimately contain information on where and how to verify the trust status of the certificate and will contain references to the Root and Issuing Certificate Authority and their certificates. Often a client (e.g., Microsoft Outlook) will verify the trust status of this information in real time; therefore your computer must be able to reach the public locations defined in the certificate. If you are receiving an error regarding the ability to reach the Root or FIS Certificates in the AIA (Authority Information Access), the most common cause of this is where your Network is preventing your machine from "seeing" this location. For example, you may have a Firewall in place which blocks this access.

Root Certificate CRL Accessible

Certificate Revocation lists (CRLs) are used to distribute information about revoked certificates to individuals, computers, and applications attempting to verify the validity of certificates. The Revocation List tab lists the serial numbers of certificates that have been revoked and the date they were revoked. The Revocation entry field may also provide information about the reason a certificate was revoked. The General tab provides additional information about the CRL itself, including the Certificate Authority (CA) that issued the CRL, when the CRL was issued, the date the next CRL will be issued, and the name of the CRL distribution point.

For a list of Internet Explorer settings for FIS Certificate Downloads, click here.

For additional detail regarding errors related to the Active X Control installation or other browser configurations required to download certificates, please see the Certificate Download Requirements.

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