[(https://support.rubrik.com/s/)](https://support.rubrik.com/s/)

CATEGORIES :   (Archive)

Return to Knowledge   Subscribe   ⓘ

How to force a refresh of SSL Certificate associated with S3-Compatible Archival Target Locations

Jan 27, 2021 • Knowledge Centered Support (KCS)

⌄ Information

ARTICLE NUMBER

000004966

FIRST PUBLISHED DATE

1/27/2021 12:39 AM

ARTICLE TOTAL VIEW COUNT

102

LAST PUBLISHED DATE

1/27/2021 12:39 AM

TITLE

How to force a refresh of SSL Certificate associated with S3-Compatible Archival Target Locations

⌄ Article Information

SUMMARY

Rubrik CDM uses TOFU (Trust-On-First-Use) approach for SSL certificate validation when interacting with object store archival locations.

CDM fetches these certificates when a new archival location is added and persist them in in our local DB. CDM then re-fetches the the certificates when the archival location configuration is updated.

There is currently no mechanism available in Rubrik CDM versions to automatically force a refresh of these certificates. If the certificate is updated on an existing archival target, then it's state will be set to "TemporarilyDisconnected" and we will start seeing backup/restore/connectivity failures being reported on the Rubrik cluster. The following errors will be recorded in the cloud-storage-service log:

/var/log/cloud-storage-service

```
2021-01-13T13:32:37.023+0000 ERROR <18802.pool-5-thread-5> [commons.AwsUtils] An amazon client exc
while checking for retryable exception. Will be retrying if the cause of the exception would be so
 exception and error code is in List(Request Limit Exceeded, Precondition Failed, InvalidSnapshot.
com.amazonaws.SdkClientException: Unable to execute HTTP request: sun.security.validator.Validator
PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException:
unable to find valid certification path to requested target
```

ENVIRONMENT

All versions of Rubrik CDM (up to and including v5.3.0-p1)
S3-Compatible Archival Target Location

CAUSE

SSL Certificate has been updated on S3 Compliant Archival target but has not been refreshed on the Rubrik cluster.

In CDM version 5.2+ Rubrik added a feature which can help customers identify archival locations that are in a "TemporarilyDisconnected" status.
The user can now view this status information in the "Archival Locations" view of the Rubrik UI.

A product enhancement is planned for a future Rubrik CDM release which will automatically refresh these certificates. The enhancement is currently targeted for CDM 5.3.1.

RESOLUTION

Workaround
The following steps will force a refresh of the SSL certificate associated with an existing Archival Target:

1. Go to "Archival Locations" in the Rubrik UI.
2. Open the relevant archival target for editing.
3. Do not make any change to the config and select "Update".

If the issue persists, then please engage Rubrik Customer Support.

For additional assistance please reach out to Rubrik Technical Support at support@rubrik.com (mailto:support@rubrik.com), https://support.rubrik.com/ (https://support.rubrik.com/) or via a support phone number listed here (https://www.rubrik.com/support/#contact-numbers).

ATTACHMENT

Was this article helpful? 👍 0   👎 0

Feedback

Did this article help you? * **(required)**

○ This article resolved my issue.
○ This article did not resolve my issue.
○ This article helped but additional information was required to resolve my issue.

What can we do to improve this information? * **(required)**
(4000 or fewer characters)

Provide your comments here

Submit

(https://support.rubrik.com/s/)

Rubrik builds beautifully simple products for businesses to meet their most challenging data management needs.

MY CASES

Create case (https://support.rubrik.com/s/newcases)

View cases (https://support.rubrik.com/s/my-cases)

IDEAS

Submit idea (https://support.rubrik.com/s/idealist?newIdea=true)

Search ideas (https://support.rubrik.com/s/idealist)

DOCUMENTATION AND DOWNLOADS

View documentation (https://support.rubrik.com/s/documentation)

View downloads (https://support.rubrik.com/s/documentation)

KNOWLEDGE BASE

View knowledge base (https://support.rubrik.com/s/kblistpage?categoryType_Article=All)

MY PRODUCTS

View products (https://support.rubrik.com/s/myproducts)

ABOUT

About Rubrik (https://support.rubrik.com/s/about)

Contact Rubrik Support (https://www.rubrik.com/support/#contact-numbers)

(https://twitter.com/rubrikInc)   (https://www.linkedin.com/company/rubrik-inc)   (https://www.facebook.com/rubrikinc/) (https://www.youtube.com/channel/UCDoKLwlfdfH61rkzD3pu_ZQ)