Guide

GlobalSign revocation problem

AUTHOR: Stibo Systems

StiboSystems

1 GlobalSign revocation problem October 13, 2016

Global Sign is a Certificate Authority for many of the TLS (aka. https, aka. SSL) certificates that have been issued and they have just accidentally revoked an intermediate certificate.

STEP users of affected systems will notice certificate errors in both web browsers and java webstart.

As Stibo Systems does not have any information about which CAs customers use, it's not possible for Stibo Systems to provide targeted communication about this issue.

The revocation problem has been fixed at GlobalSign, but due to the caching of certificate revocation, there might be lingering effects until October 18th 2016 when the last caches expire.

There are many more details about the problem here: https://www.globalsign.com/en/customer-revocation-error

Checking the certificate of a STEP server with a browser

To check the certificate used by a server uses a potentially broken certificate:

- Point a web browser at the start page and use the green padlock in front of https:// in the url bar to get details about the certificate, and if the certificate was issued by GlobalSign, then you might have this problem.
- Start the workbench, if you get to the login dialog, then you're ok, at least on this particular client.

Checking the certificate of a STEP server with openssl

A quick alternative to the browser method is to run this command (replace step.example.com with your server host name):

```
echo | openssl s_client -showcerts -connect step.example.com:443 | grep issuer
| grep O=GlobalSign
```

If the command returns the following, then you're affected by the problem:

```
issuer=/C=BE/O=GlobalSign nv-sa/CN=AlphaSSL CA - SHA256 - G2
```

Confusing symptoms of this problem

If the system is affected by the revocation problem, then the web browser can work normally, even though java web start fails with a message like this one:

```
javax.net.ssl.SSLHandshakeException:
java.security.cert.CertificateRevokedException: Certificate has been revoked,
reason: CESSATION OF OPERATION, revocation date: Thu Oct 06 20:00:00 EDT 2016,
authority: CN=GlobalSign Root CA, OU=Root CA, O=GlobalSign nv-sa, C=BE,
extension OIDs: []
```

Fixing the problem

Global sign has posted the following guide to fixing affected systems, if your STEP system is hit by the revocation problem, then please read and follow the instructions here:

- https://support.globalsign.com/customer/portal/articles/2599710-ocsp-revocation-errors---troubleshooting-guide

About Stibo Systems

Stibo Systems provides global organisations with a leading multi-domain Master Data Management (MDM) solution. Stibo Systems enables its customers to better manage enterprise intelligence on a global scale, improve sales, and quickly adjust to changes in business requirements. Stibo Systems' STEP technology is a flexible MDM solution that provides a single trusted source of operational information for the entire enterprise. Stibo Systems offers industry-specific solutions, engineered and supported to meet the strategic information needs of global customers including: GE, Sears, Siemens, Target and Thule. Stibo Systems is a subsidiary of the privately held Stibo A/S group, originally founded in 1794 with corporate headquarters in Aarhus, Denmark.

For more information, please visit www.stibosystems.com