

Eaton Gigabit Network Card issue notice for Chrome v73 users

An issue has been observed with Chrome browser version 73 and all versions of the Eaton Gigabit Network Card.

Chrome has changed the way it handles self-signed certificates by sending an error message back to the web server, causing the Gigabit Network Card to drop the connection.

User will see a distorted view of the UI like this:

►TN https://10.130.35.70/#/login × +
← → C ▲ Not secure https://10.130.35.70/#/login
Loading
•
•
•
• • {{'top_nav_bar_menu' translate}}
({{userRealmLabel translate}}) ({{userRealmLabel translate}})

Eaton has identified the root cause and is working on a fix. In the meantime, the web interface works on other browsers like Firefox, Edge, Internet Explorer or Chrome version 72 or earlier.

Chrome workaround: instructions on importing the certificate on the Gigabit Network Card

It is possible to configure Chrome 73 to work with the Gigabit Network Card by importing the certificate (see below). Note that this procedure may not work in some environments if DHCP is used, whereby Chrome would issue a "ERR_CERT_COMMON_NAME_INVALID" error.



Follow these instructions:

Right click on "Not secure" in front of the address bar.



Choose "Certificate" on the drop down menu.





A certificate popup should appear.



08	Certificate	×
Ge	neral Details Certification Path	
	Certificate Information	
	This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store.	
	Issued to: Web server-ups-00-20-85-E9-40-FC-selfsigned	
	Issued by: Web server-ups-00-20-85-E9-40-FC-selfsigned	
	Valid from 10/12/2018 to 07/12/2033	
	Issuer Statement	1
		_
	OK	

Choose "Details" and "Copy to file"



	9 Certificate		×
	General Details Certification Pat	h	
1	Show: <all></all>	~	
	Field Version Serial number Signature algorithm Signature hash algorithm Signature hash algorithm Signature hash algorithm Valid from Valid from Subject	Value V3 V3 00 ca ee dd ec dc 90 6c 2d sha256RSA sha256 Web server-ups-00-20-85-E9 lundi 10 décembre 2018 02:00 mercredi 7 décembre 2033 02: Web server-ups-00-20-85-E9-	,
(E	dit Properties	
		OK	

Run the wizard as shown below:



← .	Certificate Export Wizard	×
	Welcome to the Certificate Export Wizard	
	This wizard helps you copy certificates, certificate trust lists and certificate revocation lists from a certificate store to your disk.	
	A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.	
	To continue, dick Next.	
	Next Canc	el



E	xport File Format Certificates can be exported in a variety of file formats.
	Select the format you want to use:
	OER encoded binary X.509 (.CER)
	O Base-64 encoded X.509 (.CER)
	Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B) Include all certificates in the certification path if possible
	 Personal Information Exchange - PKCS #12 (.PFX) Include all certificates in the certification path if possible
	Delete the private key if the export is successful
	Export all extended properties
	Enable certificate privacy
	O Microsoft Serialized Certificate Store (.SST)



		\times
~	🛃 Certificate Export Wizard	
	File to Export	
	specify the name of the file you want to export	
		_
	File name:	
	C:\Users\ \Desktop\GigabitCard.cer Browse	
	Next	1
	Next	· · · · · · · · · · · · · · · · · · ·



← 🍠	Certificate Export Wizard		×
	Completing the Certificate Ex	port Wizard	
	You have successfully completed the Certificate	e Export wizard.	
	You have specified the following settings:		
	File Name	C:\Users\ \Desktop\GigabitCa	
	Export Keys	No	
	Include all certificates in the certification path	No	
	File Format	DER Encoded Binary X.509 (*.cer)	
	<	>	
		Finish Cano	el:

After pressing "Finish" you should see a dialog which confirms the success of certificate export.



Certificate Export Wizard	×
The export was successful.	
ОК	

Phase 2: Import the certificate to Chrome

On Chrome, locate and press the Command button

Choose "Settings" from the menu.



☆	0	0 :
		Ctrl+T
	(Ctrl+N
ndow	Ctrl+S	hift+N
		+
		Ctrl+J
		•
- 10	0% +	50
		Ctrl+P
		Ctrl+F
		+
Cut	Сору	Paste
		•
	ndow - 10 Cut	Cut Copy

Settings page should open in a new tab. Scroll to the bottom of the page and click "Advanced"



Google Chrome may use web services to improve your browsing experience. You may optiona services. Learn more	lly disable these
Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	-
Use a prediction service to help complete searches and URLs typed in the address bar	-
Use a web service to help resolve navigation errors	-
Safe Browsing Protects you and your device from dangerous sites	-
Help improve Safe Browsing Sends some system information and page content to Google	
Automatically send usage statistics and crash reports to Google	0
Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google	
Send a "Do Not Track" request with your browsing traffic	-
Allow sites to check if you have payment methods saved	-
Use a prediction service to load pages more quickly	-
Manage certificates Manage HTTPS/SSL certificates and settings	ß
Content settings Control what information websites can use and what content they can show you	•
Clear browsing data	+

Choose "Manage certificates"



Frusted Root Certification A	uthorities Trusted Publish	ers Untruste	d Publishers	•
Jacual Ta	Tenued Pu	Evpiratio	Friendly Name	~
Issued to	Issued by	Expiratio	Friendly Name	
AddTrust External	AddTrust External CA	30/05/2020	Sectigo (AddTrust)	
Baltimore CyberTru	Baltimore CyberTrust	13/05/2025	DigiCert Baltimor	
Boeing Basic Assur	Boeing Basic Assuranc	21/04/2036	<none></none>	
Certigna	Certigna	29/06/2027	Certigna	
	Certum CA	07/07/2027	Certum CertBlue Class 2	
Class 2 Primary CA	Class 2 Primary CA Class 3 Public Primary	07/07/2019	VeriSign Class 2	
	COMODO RSA Certific	19/01/2028	Section (former)	
Copyright (c) 1997	Copyright (c) 1997 Mi	31/12/1999	Microsoft Timest	~
Import Export	Remove		Advar	nceo
Certificate intended purpose	25			
Server Authentication, Clien	t Authentication, Secure E	mail, Code Sign	ing, Time	
Stamping, Encrypting File Sy user	stem, IP security tunnel te	rmination, IP s	ecurity View	

Ensure that you have "Trusted Root Certificate Authorities" tab open, click on "Import" and run the wizard as shown below.



.....

🔶 🍃 Certificate Import Wizard	×
Welcome to the Certificate Import Wizard	
This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.	
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.	
To continue, click Next.	
Next Cance	1



		×
~	🚰 Certificate Import Wizard	
	File to Import	
	Specify the file you want to import.	
	File name:	
	C:\Users\ \Desktop\GigabitCard.cer Browse	
	Note: More than one certificate can be stored in a single file in the following formats:	
	Personal Information Exchange- PKCS #12 (.PFX,.P12)	
	Cryptographic Message Syntax Standard-PKCS #7 Certificates (.P7B)	
	Microsoft Serialized Certificate Store (.SST)	
	Next Cano	:el



*	🗧 ᡒ Certificate Import Wizard	×
2		
	Certificate Store	
	Certificate stores are system areas where certificates are kept.	_
t	Windows can automatically select a certificate store, or you can specify a location for the certificate.	
È	Automatically select the certificate store based on the type of certificate	
1	Place all certificates in the following store	
4	Certificate store:	
	Trusted Root Certification Authorities Browse	
	Next Cano	:el



÷	4 1 3	Certificate Import Wizard		×
		Completing the Certific	cate Import Wizard	
		The certificate will be imported after	you click Finish.	
		You have specified the following set	tings:	
		Certificate Store Selected by User	Trusted Root Certification Authorities	
		Content	Certificate	
		File Name	C:\Users\I\Desktop\GigabitCard.cer	
			Finish Cano	cel



🍖 Secur	ity Warning	×
	You are about to install a certificate from a certification authority (CA) claiming to represent:	
	Web server-ups-00-20-85-E9-40-FC-selfsigned	
	Windows cannot validate that the certificate is actually from "Web server-ups-00-20-85-E9-40-FC-selfsigned". You should confirm its origin by contacting "Web server-ups-00-20-85-E9-40-FC-selfsigned". The following number will assist you in this process:	
	Thumbprint (sha1): 24F48780 00F34658 711B38DF A8E9B97C FFF4CBA5	
	Warning: If you install this root certificate, Windows will automatically trust any certificate issued by this CA. Installing a certificate with an unconfirmed thumbprint is a security risk. If you click "Yes" you acknowledge this risk.	
	Do you want to install this certificate?	
	Yes No	

Security warning appears. Click "Yes".



Click "OK" and restart your Chrome.



Gigabit Network Card - Login X +				
← → × 🔒 https://10.130.35.70/#/login				
				_
	Username			
	Password			7
	Forest your password?		Logio	_
			rogin	
				_
	Appropriate use: (a) you are accession a private or government syste	em		
	(b) this system usage may be monitored, recorded,	, and subject to audit.		
	 (d) use of this system indicates consent to monitori 	ring and recording.		
				-

Contact information for support

For the United States, please call the appropriate phone number listed below:

- Three-phase UPS products: 800-843-9433
- Single-phase UPS products: 800-356-5737

For non-U.S. countries, please contact your local Eaton service representative.