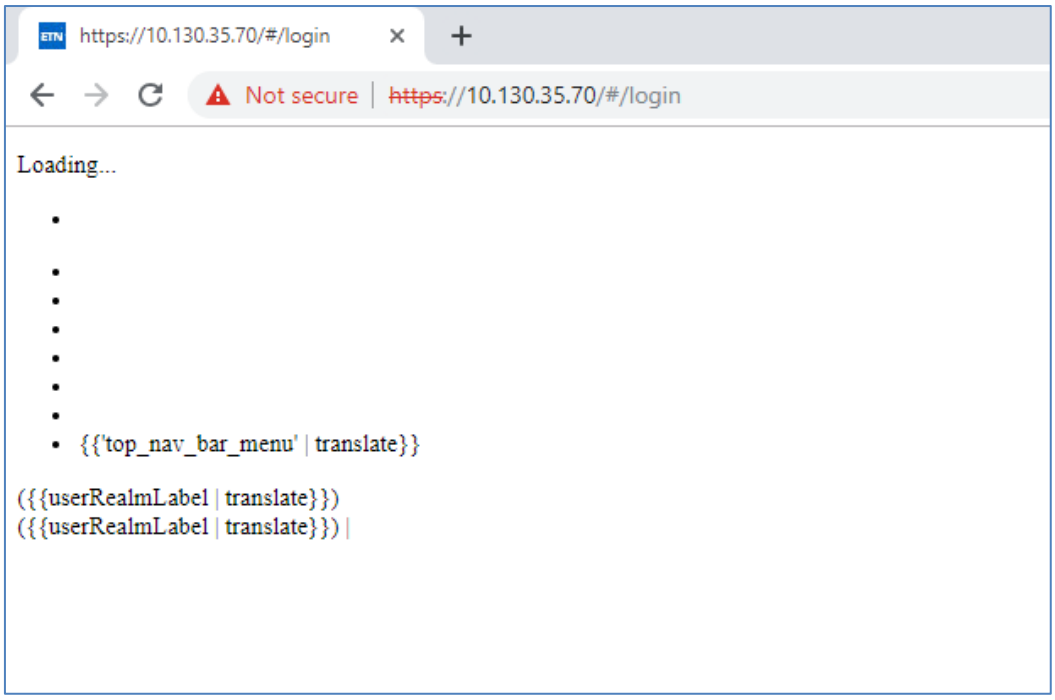
Eaton Gigabit Network Card issue notice for Chrome v73 users

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:



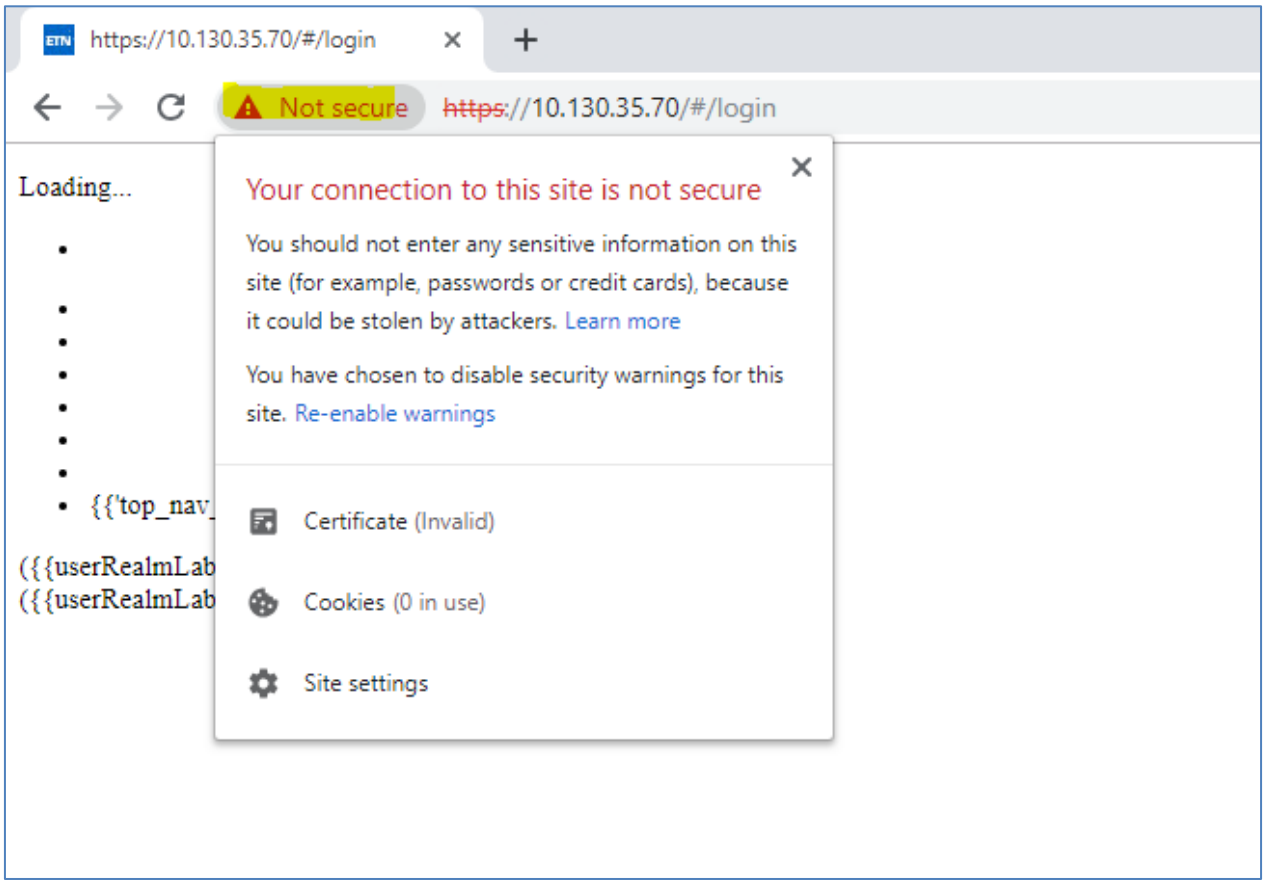
Eaton has identified the root cause and is working on a fix. In the meantime, the web interface works on other browsers like Firefox, Edge, Internet Explorer or Chrome version 72 or earlier.

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

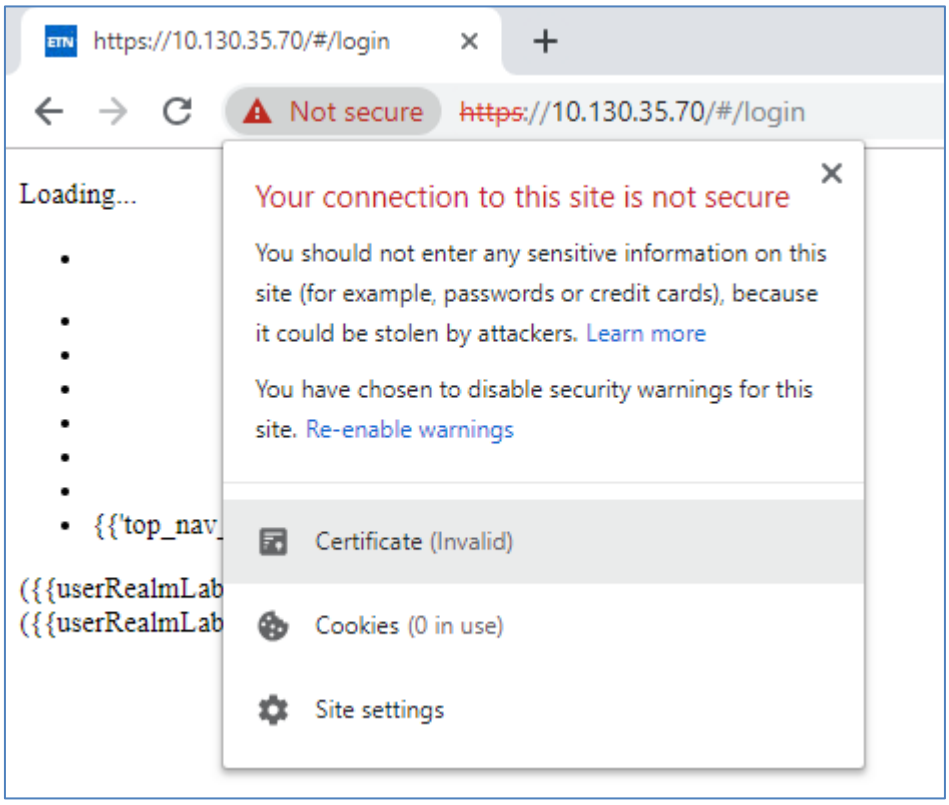
It is possible to configure Chrome 73 to work with the Gigabit Network Card by importing the certificate (see below). Note that this procedure may not work in some environments if DHCP is used, whereby Chrome would issue a “ERR_CERT_COMMON_NAME_INVALID” error.

Follow these instructions:

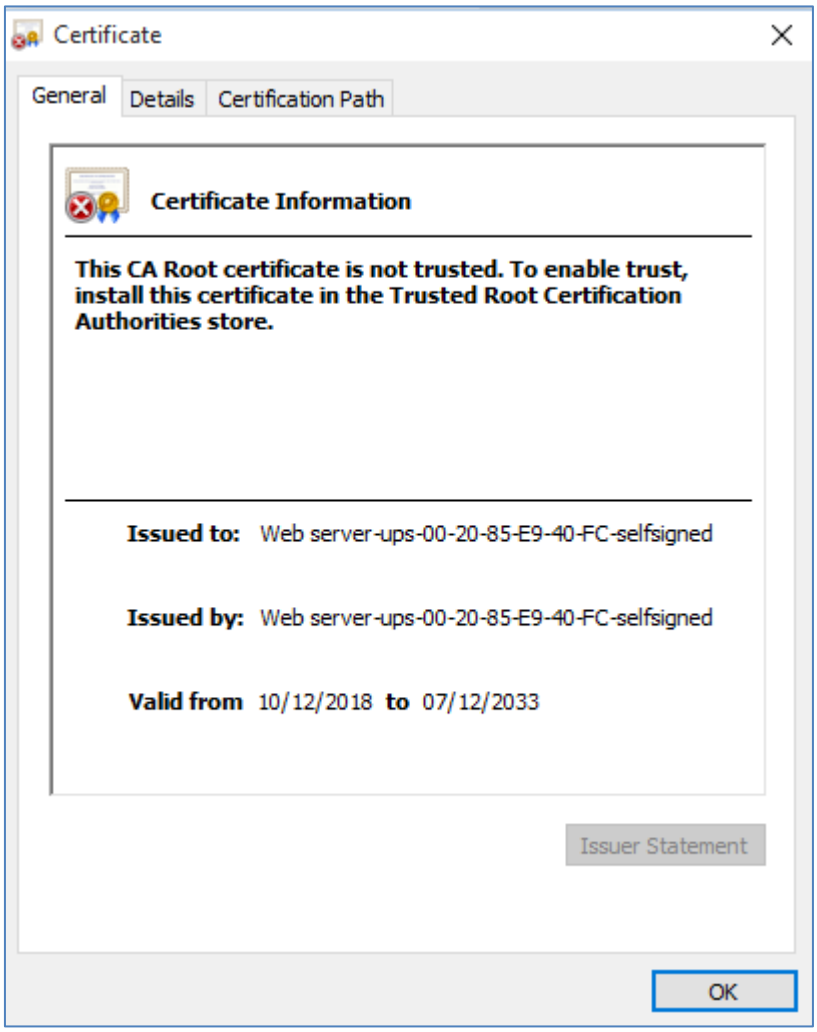
Right click on “Not secure” in front of the address bar.



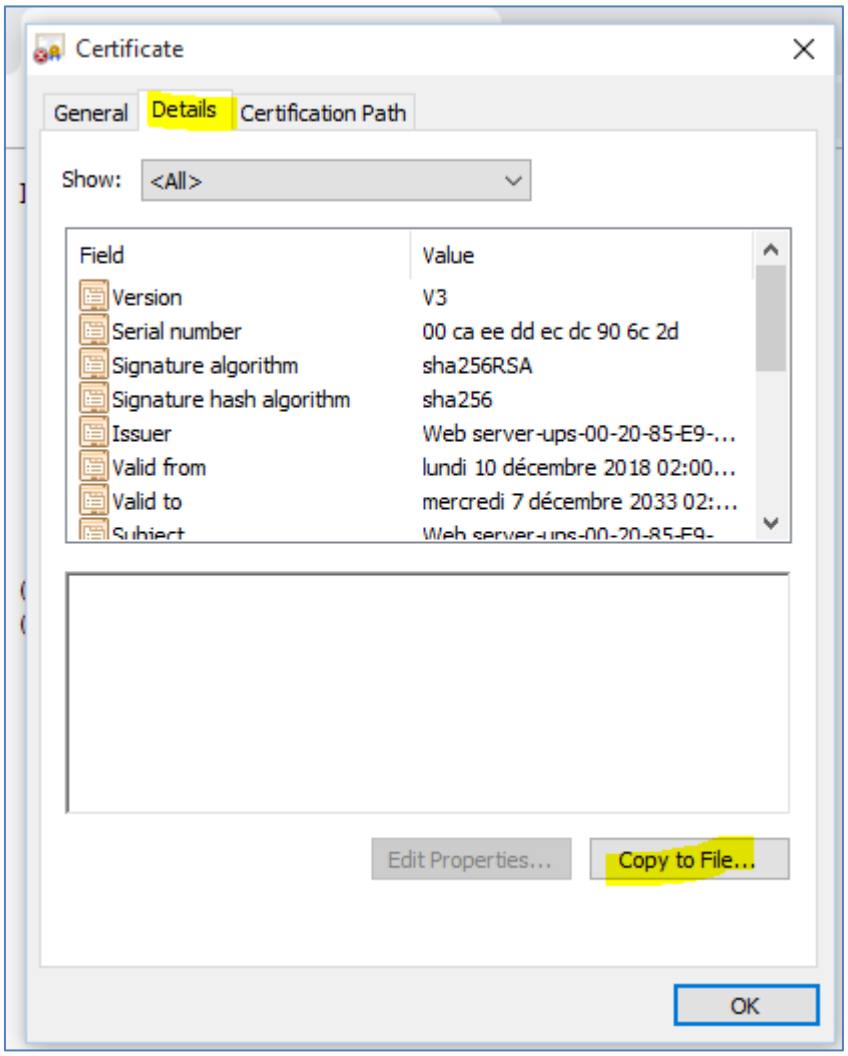
Choose “Certificate” on the drop down menu.



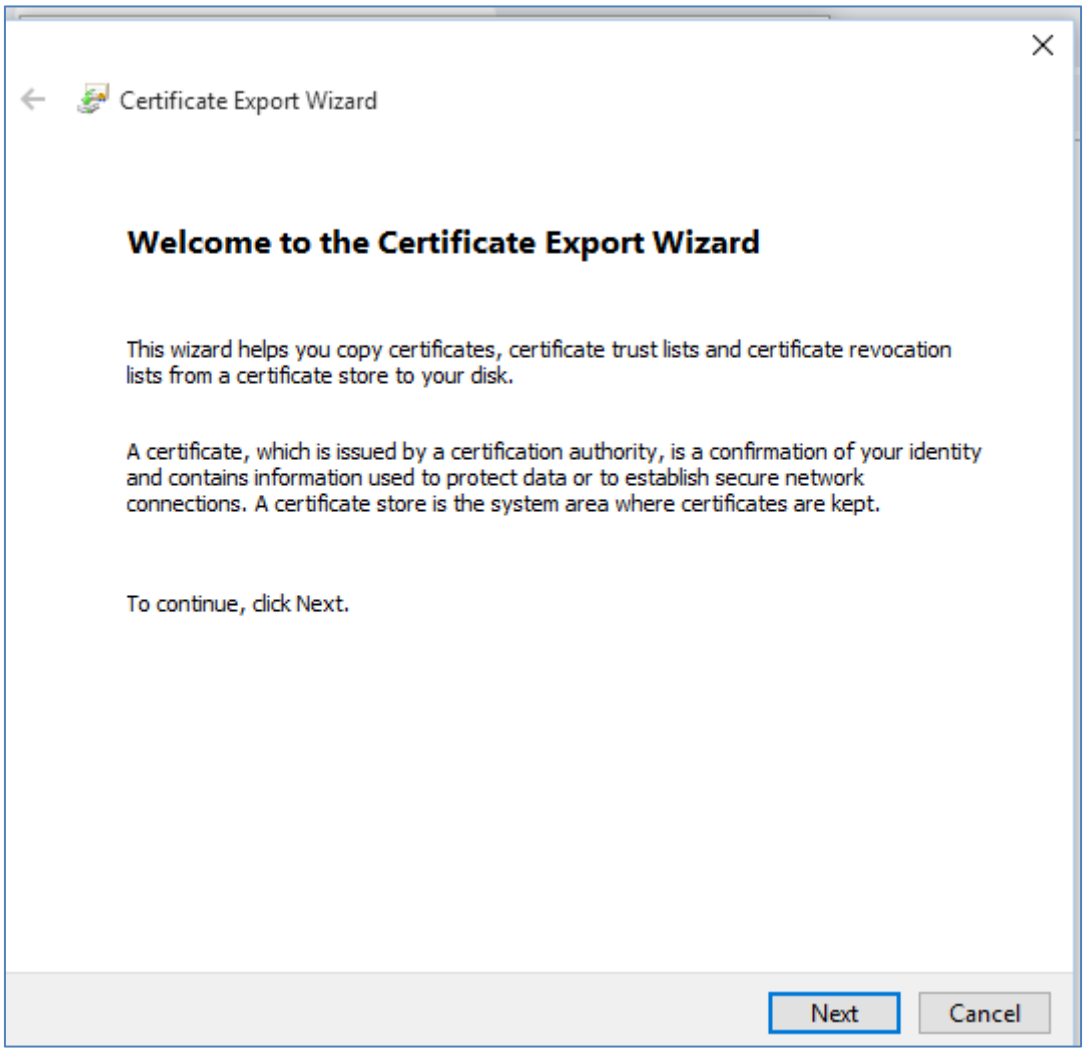
A certificate popup should appear.

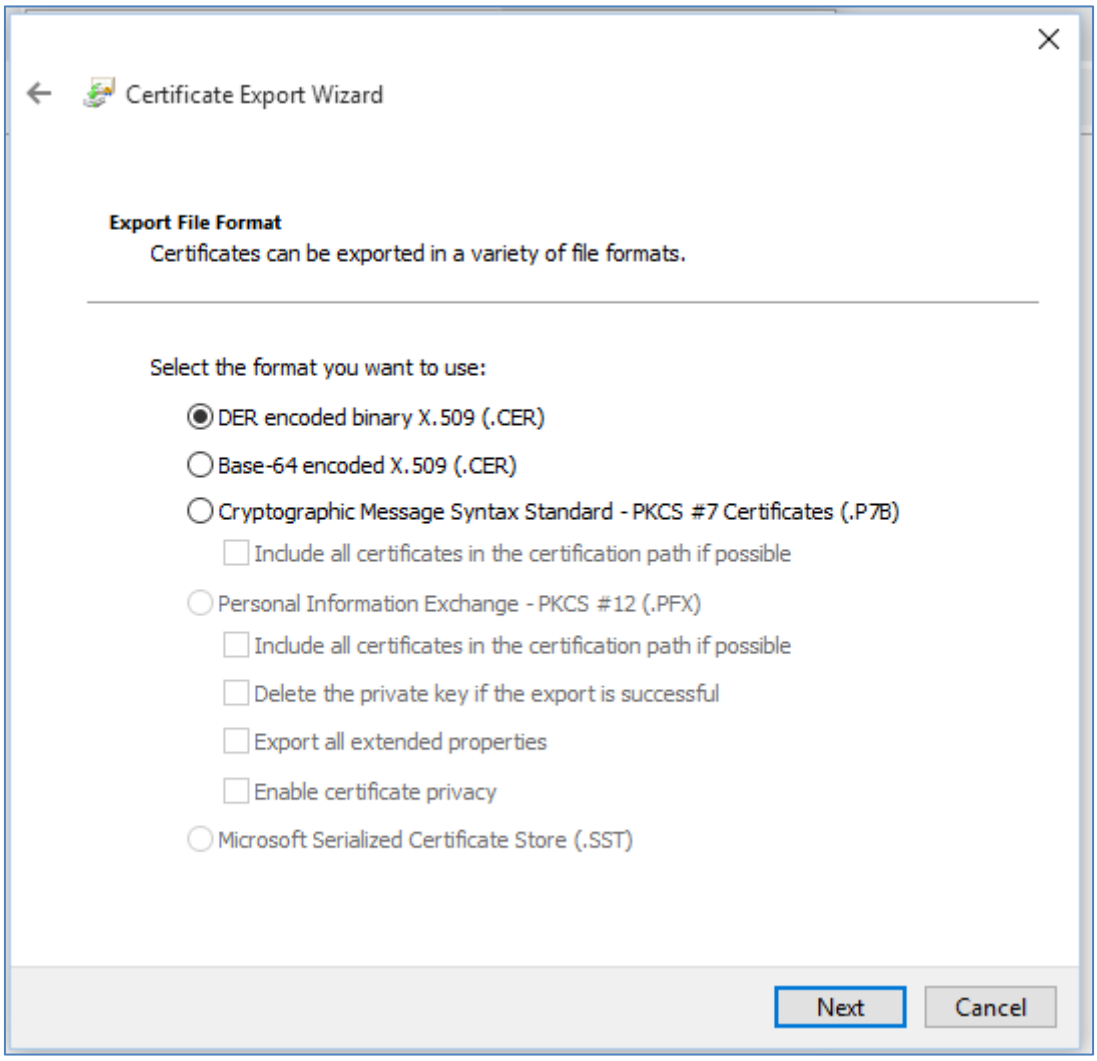


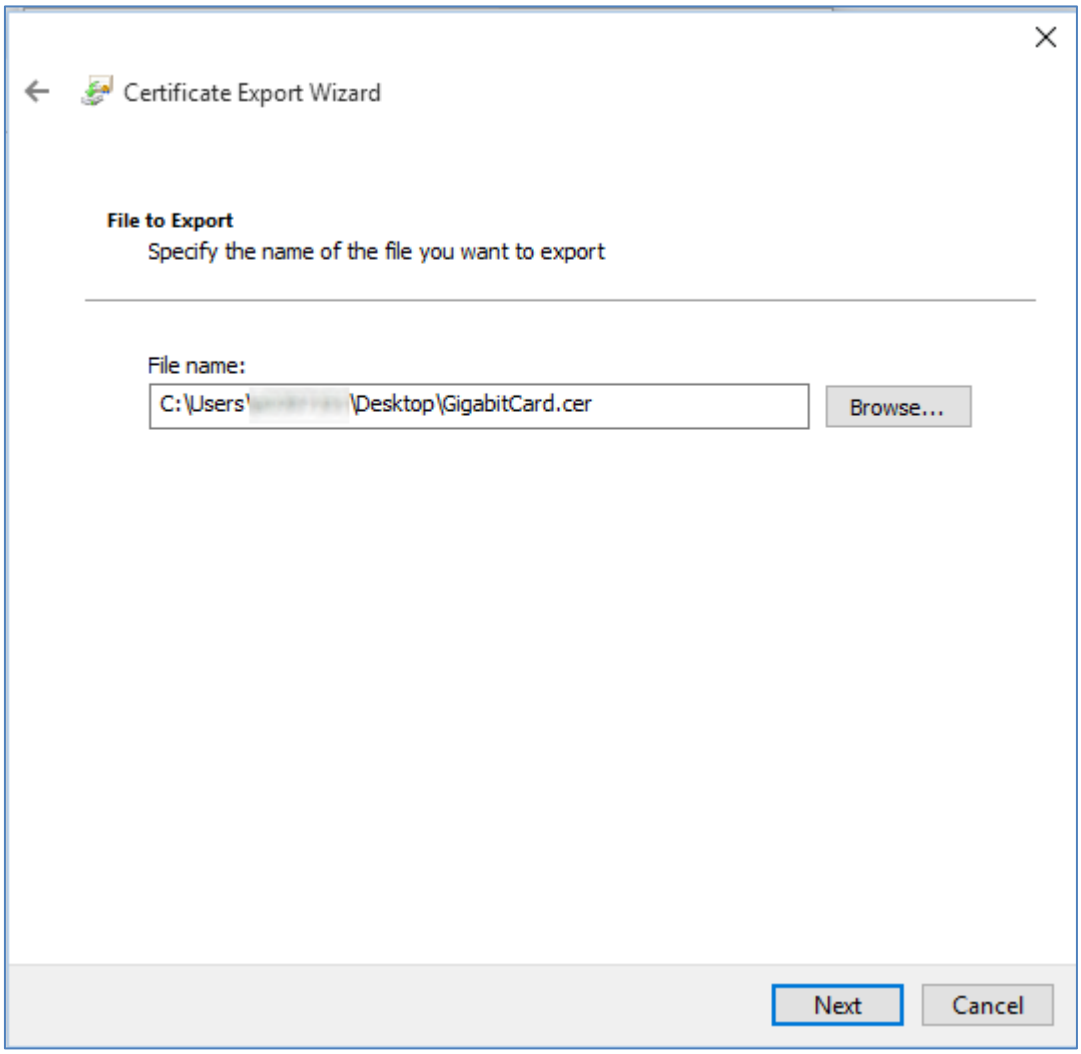
Choose “Details” and “Copy to file”



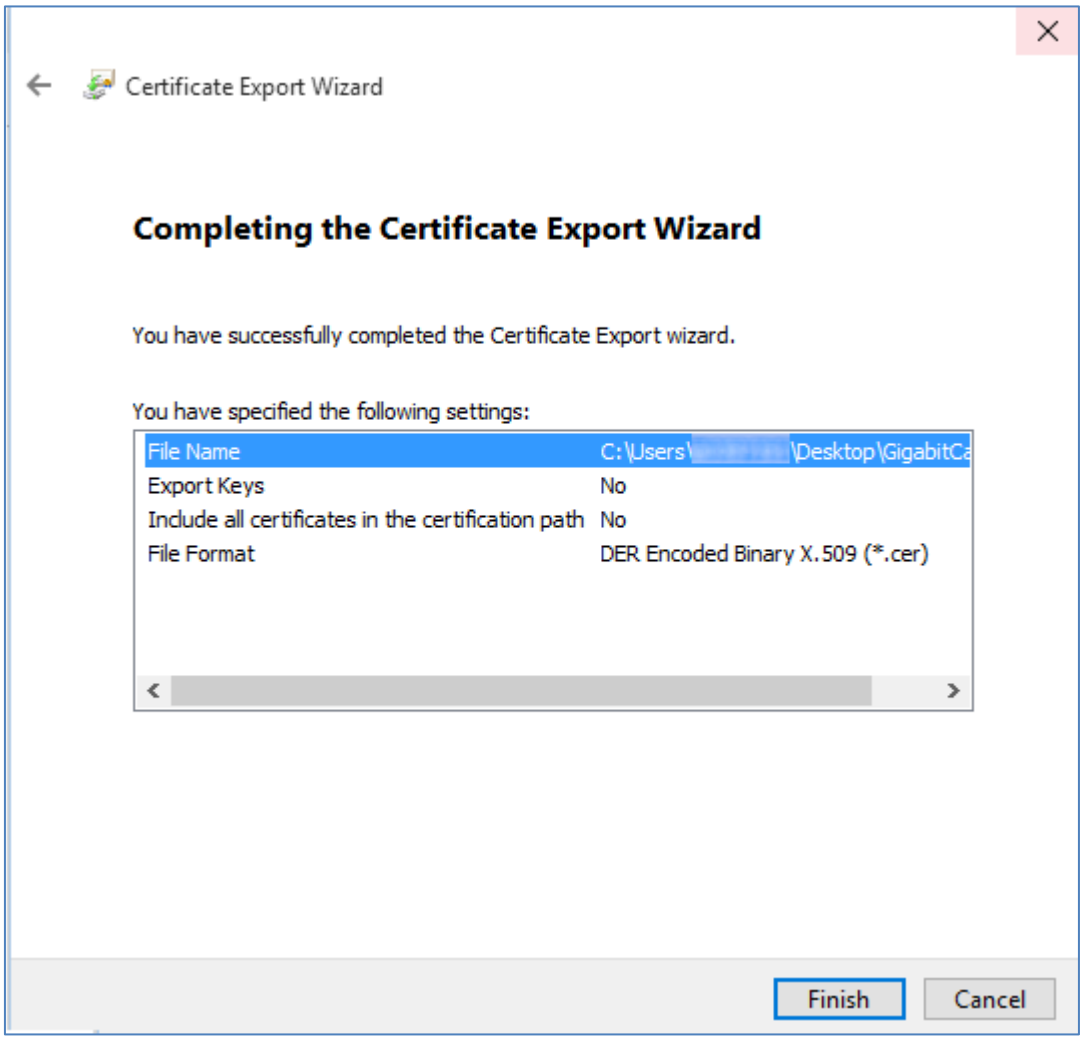
Run the wizard as shown below:


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, click Next.
Next
Cancel

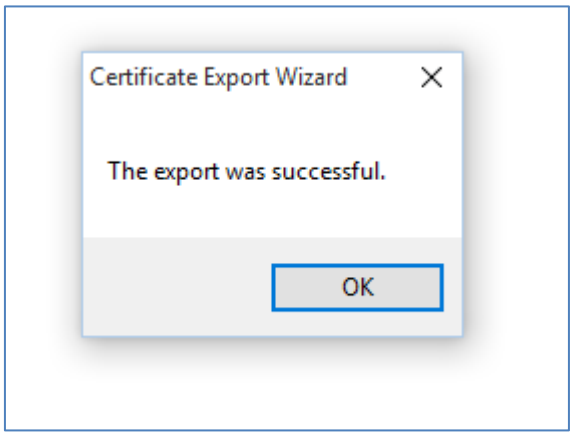

Certificate Export Wizard
Export File Format
Certificates can be exported in a variety of file formats.
Select the format you want to use:
DER encoded binary X.509 (.CER)
Base-64 encoded X.509 (.CER)
Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)
Include all certificates in the certification 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
Microsoft Serialized Certificate Store (.SST)
Next
Cancel


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
Cancel

v



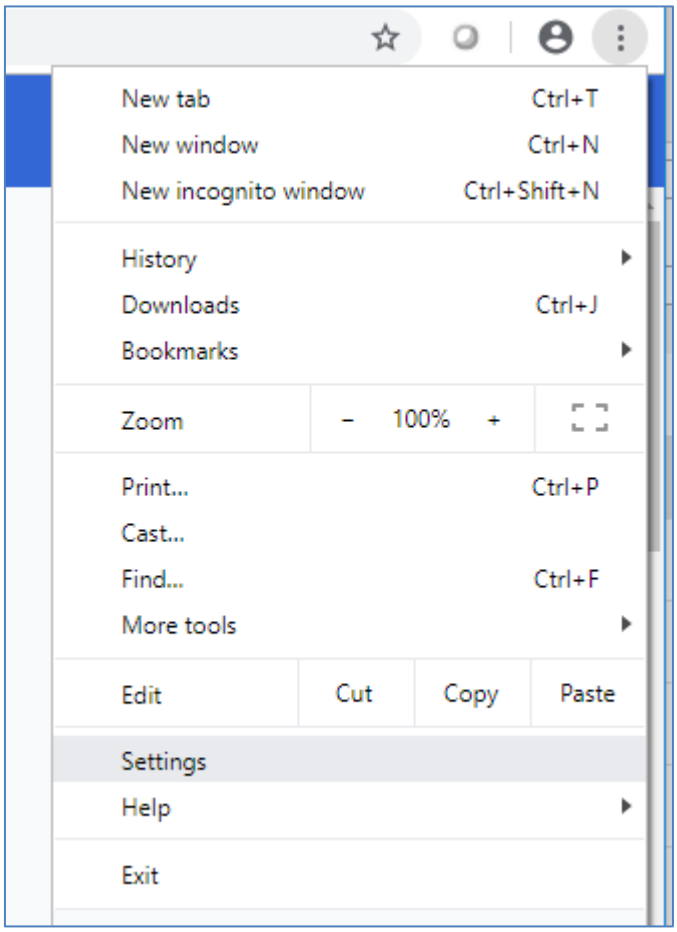
After pressing “Finish” you should see a dialog which confirms the success of certificate export.



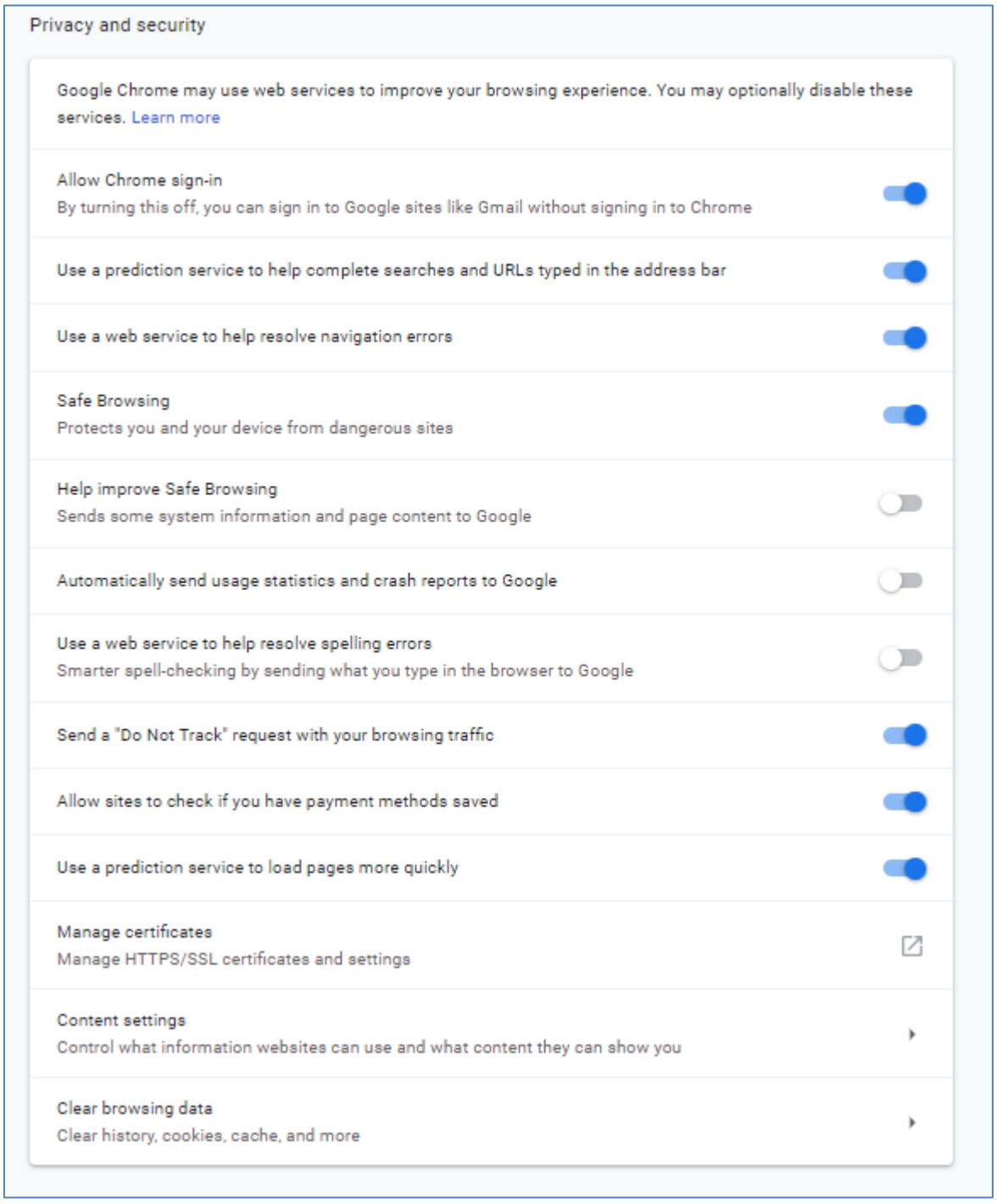
Phase 2: Import the certificate to Chrome

On Chrome, locate and press the Command button

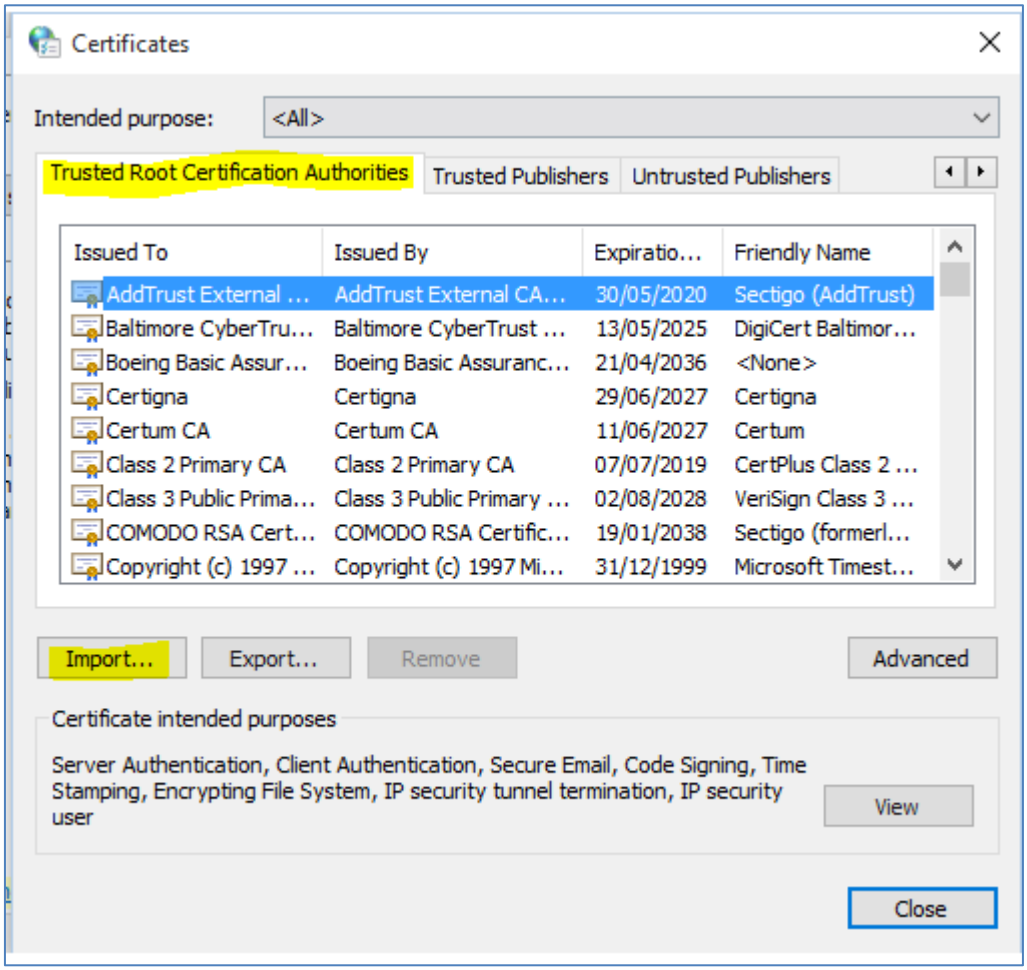
Choose “Settings” from the menu.



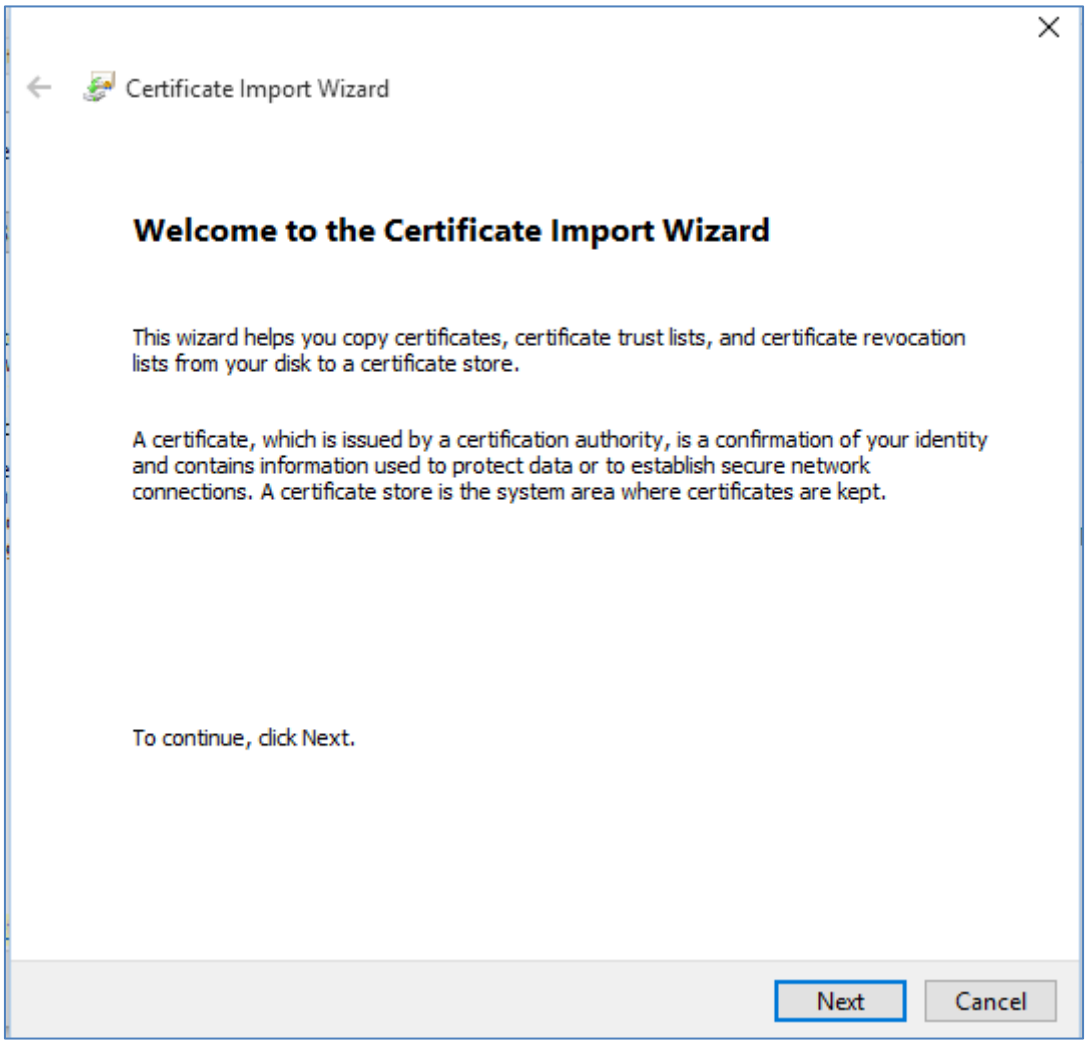
Settings page should open in a new tab. Scroll to the bottom of the page and click “Advanced”

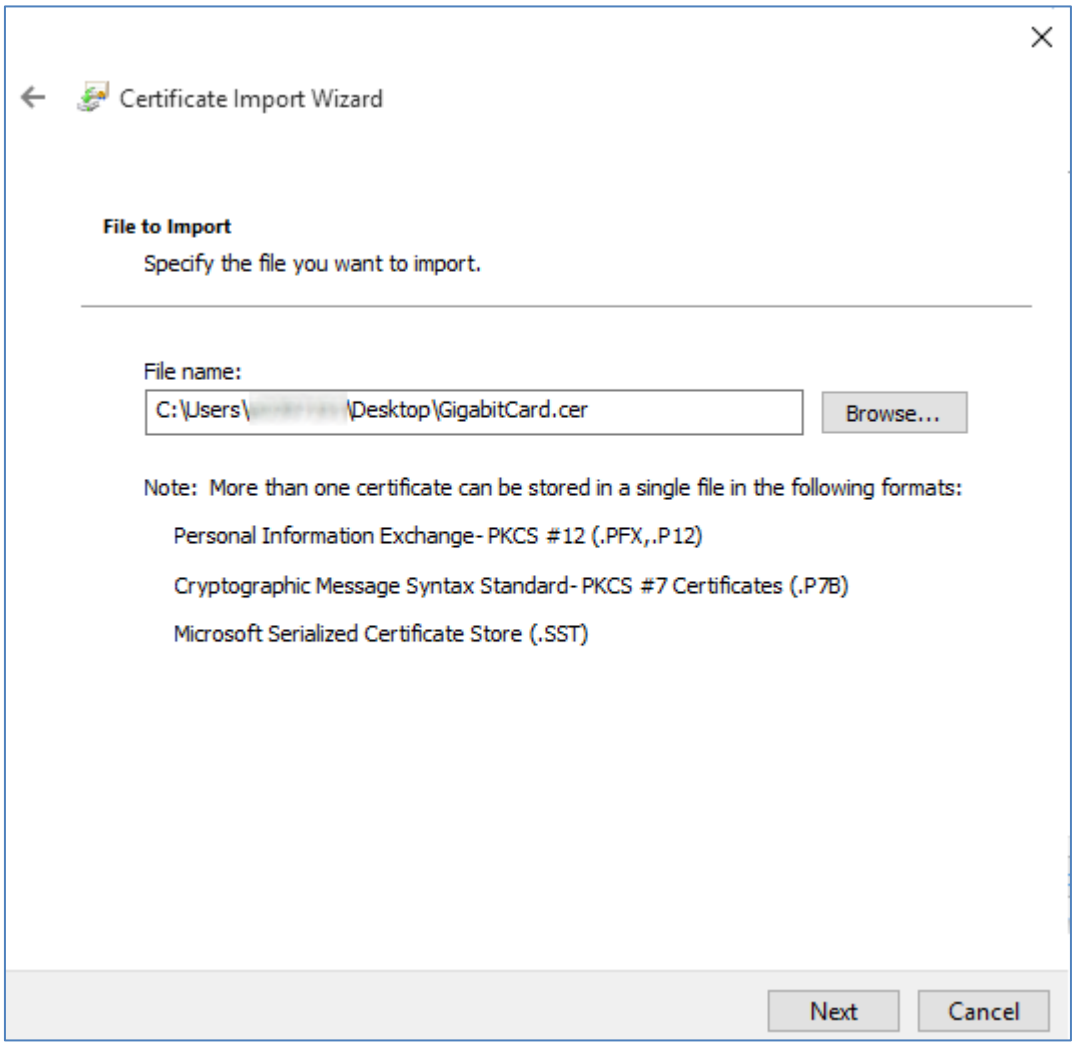


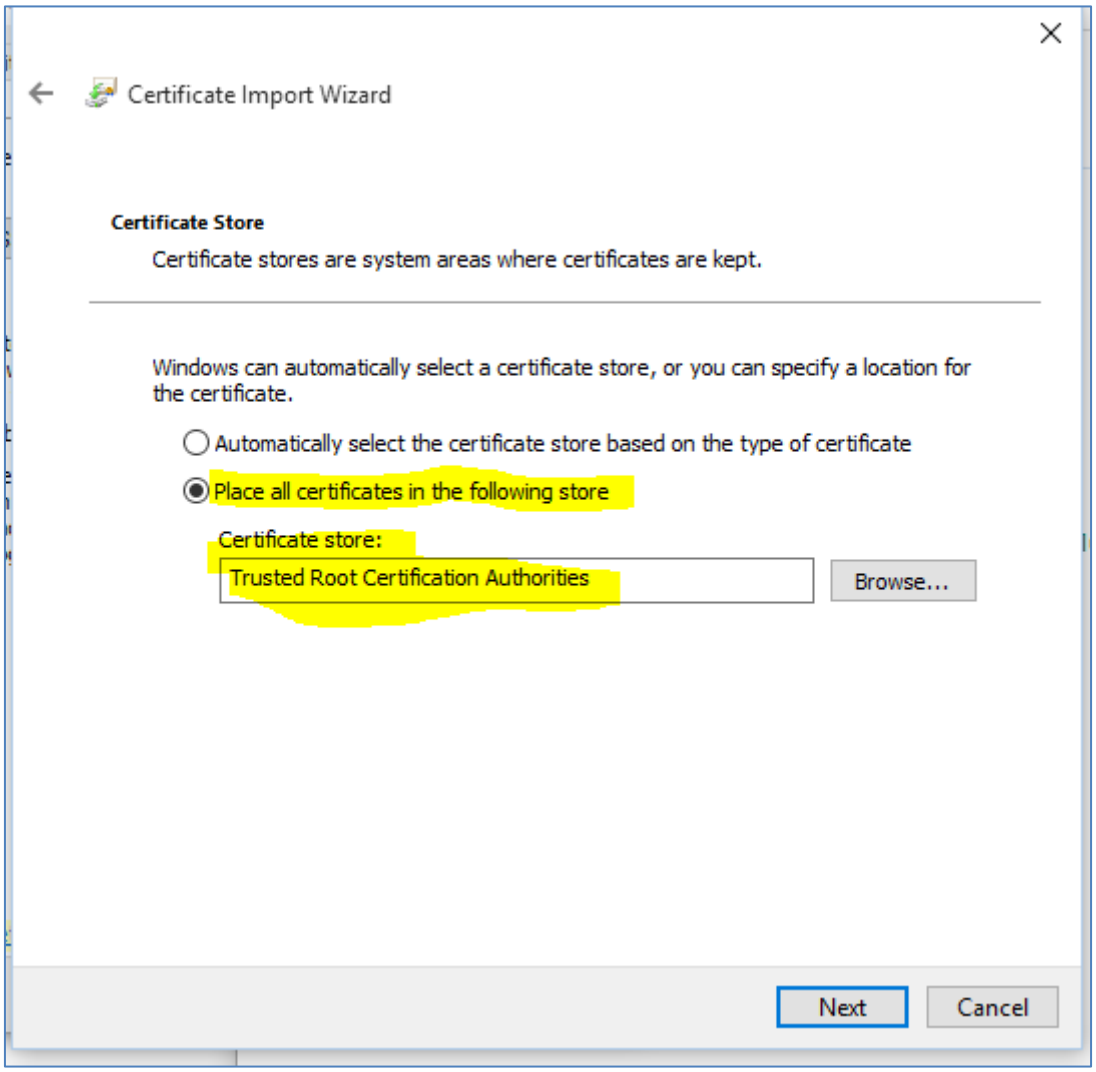
Choose “Manage certificates”

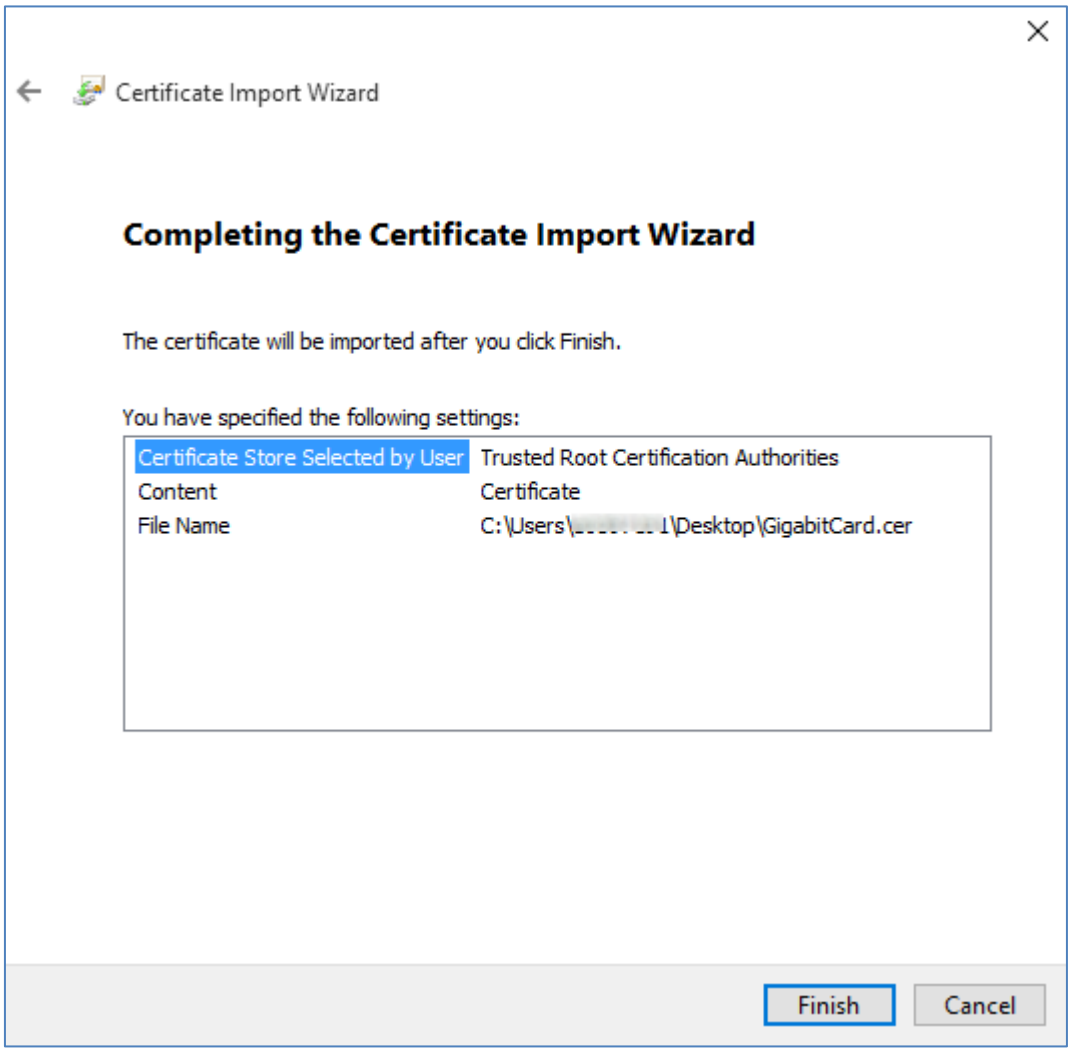


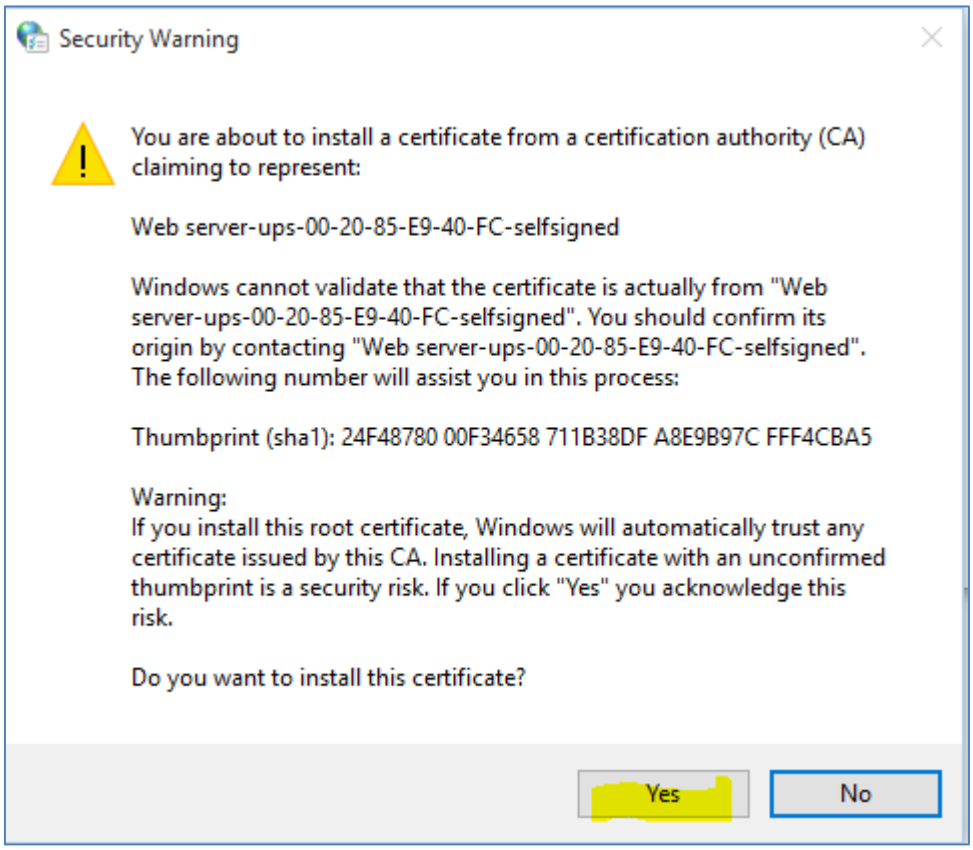
Ensure that you have “Trusted Root Certificate Authorities” tab open, click on “Import” and run the wizard as shown below.


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
Cancel

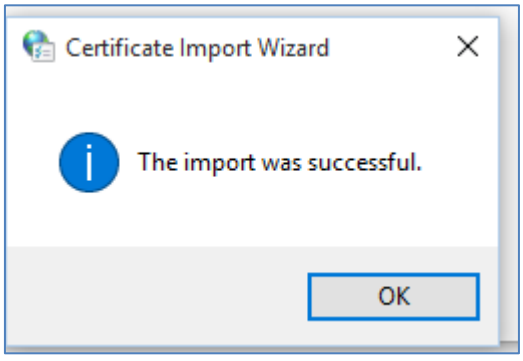

Certificate Import Wizard
File to Import
Specify the file you want to import.
File name:
C:\Users\ \Desktop\GigabitCard.cer
Browse...
Note: More than one certificate can be stored in a single file in the following formats:
Personal Information Exchange- PKCS #12 (.PFX,.P12)
Cryptographic Message Syntax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


Certificate Import Wizard
Certificate Store
Certificate stores are system areas where certificates are kept.
Windows can automatically select a certificate store, or you can specify a location for the certificate.
Automatically select the certificate store based on the type of certificate
Place all certificates in the following store
Certificate store:
Trusted Root Certification Authorities
Browse...
Next
Cancel

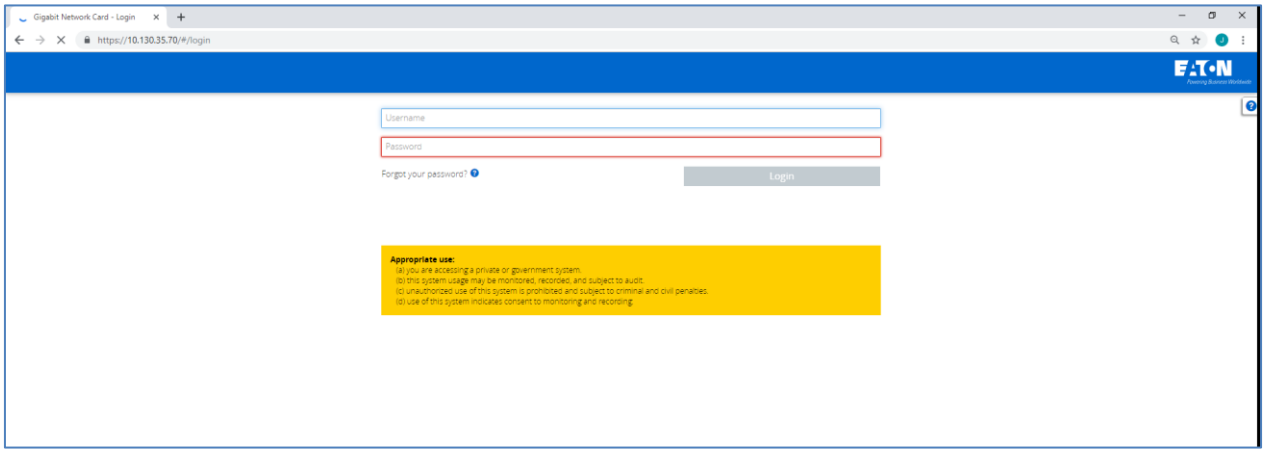

Certificate Import Wizard
Completing the Certificate Import Wizard
The certificate will be imported after you click Finish.
You have specified the following settings:
Certificate Store Selected by User
Trusted Root Certification Authorities
Content
Certificate
File Name
C:\Users\
1\Desktop\GigabitCard.cer
Finish
Cancel



Security warning appears. Click “Yes”.



Click “OK” and restart your Chrome.



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.