

## How to fix Zscaler HTTPS connection untrusted issues in Firefox

If you get this message, follow the step on the pages below:



### This Connection is Untrusted

You have asked Firefox to connect securely to **www3.gotomeeting.com**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

#### What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

Get me out of here!

- ▶ **Technical Details**
- ▶ **I Understand the Risks**

## 1. Delete the old certificate

The image shows two overlapping windows from the Firefox browser. The 'Options' window is on the left, and the 'Certificate Manager' window is on the right. Red circles highlight the 'Advanced' tab in the Options window and the 'Certificates' sub-tab. A red box in the Options window contains a list of instructions. In the Certificate Manager window, a red circle highlights the 'Zscaler Intermediate Root CA' and 'Zscaler Inc. Root CA' entries, and a yellow callout bubble points to them with the text 'Delete me'.

**Options**

General | Tabs | Content | Applications | Privacy | Security | Sync | **Advanced**

General | Data Choices | Network | Update | **Certificates**

When a server requests my personal certificate:

Select one automatically  Ask me every time

**View Certificates** | Validation | Security Devices

**1. Click on view certificates**  
**2. Delete/Distrust all zscaler certificates**  
**3. Download the new certificate from <http://tinyurl.com/newzscalercert>**  
**4. MUST Close the browser**

OK | Cancel | Help

**Certificate Manager**

Your Certificates | People | Servers | Authorities | Others

You have certificates on file that identify these certificate authorities:

Certificate Name	Security Device
Wells Fargo Root Certificate Authority	Built-in Object Token
▲ Wells Fargo WellsSecure	
WellsSecure Public Root Certificate Author...	Built-in Object Token
▲ WISEKey	
OISTE WISEKey Global Root GA CA	Built-in Object Token
▲ XRamp Security Services Inc	
XRamp Global Certification Authority	Built-in Object Token
▲ Zscaler Inc.	
<b>Zscaler Intermediate Root CA</b>	Software Security Device
<b>Zscaler Inc. Root CA</b>	Software Security Device

**Delete me**

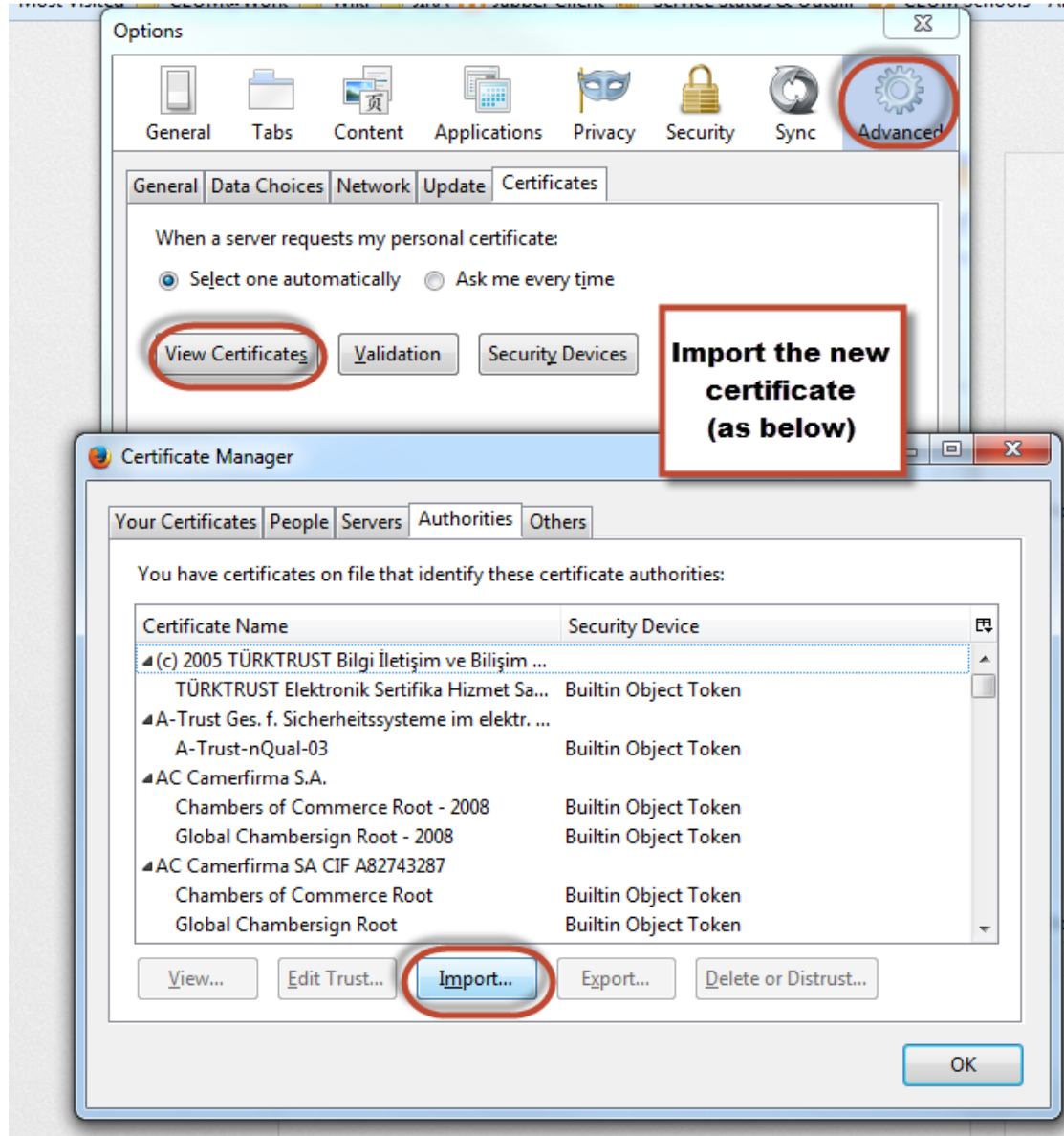
View... | Edit Trust... | Import... | Export... | Delete or Distrust...

OK

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

Add Exception...

## 2. Import the new certificate



3. **Open the certificates authorities again –**  
find the zscaler certificate, edit trust and tick as below.

