

General SSLEngine Problem

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Problem

1. If you have two Jira instances: Jira Cloud "Left" and JIRA on-premise "Right", JIRA on-premise "Right" is behind HTTPS / SSL, a connection with the same name (e.g. GROOVY)
2. Start creating an instance on "Left" pointing to "Right"
3. Click Test connection and an error gets logged.

Error detail:

```
{"className":"java.net.ConnectException","message":"General SSLEngine problem Stacktrace:[Ljava.lang.StackTraceElement;@5f2cf96c"}
```

Cause

The problem is that the certificate for the Jira "Right" can not be validated on the Jira "Left"

Solution

- Try to check the SSL certificate via SSL labs:
 - 3.1. go to <https://www.ssllabs.com/ssltest/>
 - 3.2. insert your JIRA "Right" HTTPS://... address
 - 3.3. and wait until the result is providedit should grade the setup of Jira right to A or higher. Anything less must be resolved.
- Send an SSLPoke from a separate machine to the JIRA "Right", as described [here](#)
 - if the SSLPoke succeeds - then the problem is probably with the JIRA Cloud "Left", and you should [contact the Support Team](#)
 - if the SSLPoke fails:

```
/tmp# java SSLPoke jira.right.com 443
sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
    at sun.security.validator.PKIXValidator.doBuild(PKIXValidator.java:387)
    at sun.security.validator.PKIXValidator.engineValidate(PKIXValidator.java:292)
    at sun.security.validator.Validator.validate(Validator.java:260)
    at sun.security.ssl.X509TrustManagerImpl.validate(X509TrustManagerImpl.java:324)
    at sun.security.ssl.X509TrustManagerImpl.checkTrusted(X509TrustManagerImpl.java:229)
    at sun.security.ssl.X509TrustManagerImpl.checkServerTrusted(X509TrustManagerImpl.java:124)
    at sun.security.ssl.ClientHandshaker.serverCertificate(ClientHandshaker.java:1491)
    at sun.security.ssl.ClientHandshaker.processMessage(ClientHandshaker.java:216)
    at sun.security.ssl.Handshaker.processLoop(Handshaker.java:979)
    at sun.security.ssl.Handshaker.process_record(Handshaker.java:914)
    at sun.security.ssl.SSLSocketImpl.readRecord(SSLSocketImpl.java:1062)
    at sun.security.ssl.SSLSocketImpl.performInitialHandshake(SSLSocketImpl.java:1375)
    at sun.security.ssl.SSLSocketImpl.writeRecord(SSLSocketImpl.java:747)
    at sun.security.ssl.AppOutputStream.write(AppOutputStream.java:123)
    at sun.security.ssl.AppOutputStream.write(AppOutputStream.java:138)
    at SSLPoke.main(SSLPoke.java:31)
Caused by: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
    at sun.security.provider.certpath.SunCertPathBuilder.build(SunCertPathBuilder.java:141)
    at sun.security.provider.certpath.SunCertPathBuilder.engineBuild(SunCertPathBuilder.java:126)
    at java.security.cert.CertPathBuilder.build(CertPathBuilder.java:280)
    at sun.security.validator.PKIXValidator.doBuild(PKIXValidator.java:382)
    ... 15 more
```

- if the reason is "Caused by:

sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target"

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- most probably, the version of Java we use on our servers doesn't trust the certificate authority you are using.