

Resolving SSL and Manifest Validation Errors with FileWave Kiosk Installation (15.3+)

What

This article addresses an issue encountered during the installation of the new FileWave Kiosk v.15.3.1 on macOS and Windows devices. Users may encounter SSL errors and manifest validation failures that prevent the Kiosk from installing correctly.

When/Why

These installation errors typically occur when upgrading to FileWave v.15.3.1 and are primarily due to conflicts with certain content filters or proxy settings that block or misclassify necessary URLs. This is particularly relevant for organizations using content filtering solutions like Lightspeed, which may categorize essential URLs as unknown, thus blocking them.

```
"InstallApplication      command error      2024-04-22T07:36:38      2024-04-22T07:36:38
Could not validate manifest..An SSL error has occurred and a secure connection to the server cannot be made.
com.filewave.ios.app.kiosk2      "
```

How

To resolve these installation issues, follow the steps below:

1. Check Proxy and Firewall Settings: Ensure that your organization's proxy or firewall settings are not blocking access to FileWave URLs.
2. Whitelist Necessary URLs: Add the following URLs to the whitelist in your content filter or proxy settings:
 - `https://fw-kiosk-v2-ipas.filewave.cloud/`
 - `*.filewave.cloud`This change allows devices to communicate securely with FileWave servers and access the necessary resources for installing the Kiosk.
3. Reattempt Installation: After updating your settings, reattempt the installation of the FileWave Kiosk on the affected devices.

```
# Example command to verify if the URL is accessible from your network
curl -Iv https://fw-kiosk-v2-ipas.filewave.cloud/
```

If the issue persists, check your SSL certificate settings and network configuration for any discrepancies that might be interfering with secure connections.

Related Links

- [Default TCP and UDP Port Usage](#)

Digging Deeper

The SSL error typically indicates an underlying issue with the secure connection setup between the client device and FileWave servers. This can be caused by SSL certificate verification failures, misconfigured proxies, or stringent network security policies that incorrectly classify or block legitimate URLs required for FileWave operations. Adjusting content filtering policies or proxy settings often resolves these issues, but further investigation into SSL trust settings may be required for complex network environments.