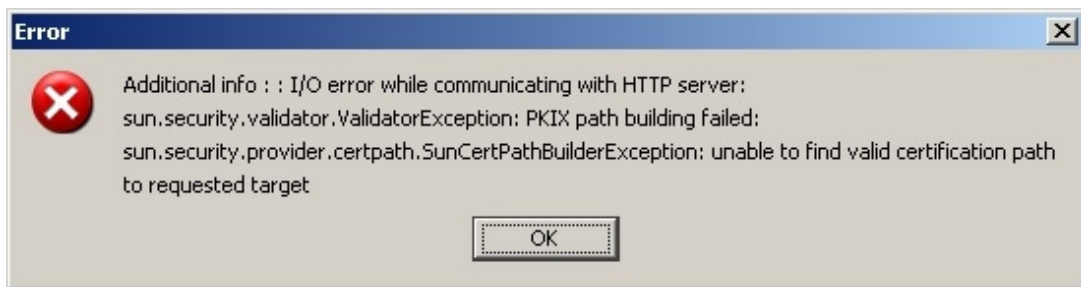


eCatcher displays error at login with version 3 or 4

1. Unable to log in

If your eCatcher has a version older than version 5 (excluded) and when you try to log in to your Talk2M account, it might happen that you get displayed an error message.

For eCatcher prior or equal to v3.2.0, the error message is presented as :



which indicates the message:

```
Additional info I/O error while communicating with HTTP server:  
sun.security.validator.ValidatorException PKIX path building failed  
unable to find certification path to request target
```

For eCatcher newer than 3.2.0 but older than 5.0, the error message is presented as :



which indicates the message:

```
Server communication error : peer not authenticated
```

This means that you need to upgrade your eCatcher software.

In February 2016, we upgraded the certificates on our servers which lead to an incompatibility between eCatcher version 3 & version 4 and our Talk2M servers.

2. Resolve the issue

There are two solutions to get rid of the error message, depending on the version of your eCatcher.

The solution we recommend is to update to its latest version your eCatcher software (regardless if your current version is 3 or 4).

To do so, simply go on our [Support website](#), download & install the latest version displayed.

The second solution is applicable only if your eCatcher is in its version 4. You can perform an upgrade of the certificate itself.

To do so, download & install [this certificate package](#).

- Warning -

Do not run the upgrade without Administrator rights on the computer. The installation will not succeed (even if noticed otherwise)!



Revision

Revision History

Revision Level	Date	Description
1.0	15/02/2016	Original document

Document build number: 14

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