

## **ShopSite Knowledgebase**

### **loop when redirecting to SSL**

When a user tries to follow a link with Internet Explorer that re-directs to a secure server, they end up on a screen that says "The link has moved here" but that link points back to this same page, leaving them in a loop. Solution ID: S03019

This actually appears to be a problem with a non-standard secure certificate on the web server, and it can happen on any web server. The following is Microsoft's description of the problem:

<http://support.microsoft.com/support/kb/articles/q198/9/70.asp>

#### **SYMPTOMS**

When you try to connect to a secure Web site, you may receive the following error message:

Internet Explorer cannot open the Internet site https://

An error occurred in the secure channel support

#### **CAUSE**

This error message can occur if the server uses a certificate with a nonstandard length. The nonstandard length results in a

nonstandard public key length, which Internet Explorer does not support. Internet Explorer supports only public keys with

standard lengths (such as 512 bits, 1024 bits, 2048 bits, and so on).

#### **RESOLUTION**

To be compatible with Internet Explorer, the site using the nonstandard public key length should generate a new certificate

request using a standard length (such as 512, 1024, or 2048 bits). The site then needs to obtain a new corresponding certificate.

As a possible workaround, re-register the Rsabase.dll file by clicking Start, clicking Run, typing "regsvr32 rsabase.dll"

(without the quotation marks) in the Open box, and then clicking OK. Solution ID: S03019

This is actually a problem with the Netscape server, and the way it interacts with Internet Explorer. Upgrading the server to the latest version (3.6 at the time of this writing) solves the problem

<https://support.shopsite.com/KBase/questions/2002/>